Enterprise Program Reporting System (EPRS)

Software Version 1.32

User Interface User Guide

September 2022

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
09/28/2022	23.0	Software Version 1.32 updates: • Updated the Type of Entry drop-down menu to include White House Hotline selection on the Congressional Inquiry Search, Add, and Edit screens. • Updated screen captures due to field appearance changes.	Booz Allen Hamilton
08/30/2022	22.0	Software Version 1.31 updates: • Updated screen captures due to font change. • Updated Quality Check Search as Region is now multiselect. • Updated Quality Check screens due to an order change of the Release and Return buttons. • Updated search result screens as they now include the Rows to Display drop-down menu.	VetsEZ
07/29/2022	21.0	Software Version 1.30 updates: • Updated screen captures and fields. • Updated Credentialing Audit screens. Is On LEIE? was updated on the screen. • Updated CAP and Congressional Inquiry screens for style changes.	VetsEZ
06/17/2022	20.0	Software Version 1.29 updates: • Updated screen captures and fields. • Updated Document Upload references to include .ppt and .pptx file types. • Updated Document Upload screen captures.	VetsEZ

Date	Revision	Description	Author
05/18/2022	19.0	Software Version 1.28 updates: • Updated screen captures and fields. • Added note for Clear Filters function. • Updated screens to include deliverable export function. • Updated Credentialing Audit to include LEIE and DEA Number field. • Updated Quality Check search screens to include Release and Return buttons	VetsEZ
04/13/2022	18.0	Software Version 1.27 updates: • Updated screen captures and fields. • Updated Deliverable Name drop-down menu to multiselect drop-down list. • Updated the Edit CCN Corrective Action Plan screen. This screen now includes the History section that displays the name/date the record was created/modified. • Updated note for Document Upload.	VetsEZ
03/23/2022	17.0	Software Version 1.26 updates: • Updated screen captures and fields. • Added QASP Category menu options screen capture in the Deviations section. • Added Reconsideration checkbox to Add Deviations screen. • Updated fields and definitions in Deviations section.	VetsEZ
02/23/2022	16.0	Software Version 1.25 updates: • Updated screen captures and fields. • Updated the screen for the Decisions and Outcome tab under Edit Deviations. • Updated the Edit screen for: Complaints, Congressionals, Waivers, and Deviations. • Added a note stating that when uploading a duplicate document and saving the record, the confirmation pop-up appears after user selects save. • Added a note stating that when deleting a document and saving the record, the confirmation pop-up appears after user selects save.	VetsEZ

Date	Revision	Description	Author
01/19/2022	15.0	Software Version 1.24 updates: • Updated screen captures and fields. • Added Document Upload section to Congressional Inquiry screen. • Updated the Decisions & Outcome tab. Deviations Notification of Outcomes checkboxes enabled. • Updated Deviations screens to reflect the change to the multi-select fields as they are now drop-down menus. • Updated CAP screens to reflect the change to the multi-select fields as they are now drop-down menus. • Updated the Edit Congressional Inquiry screen to include the History section.	VetsEZ
12/08/2021	14.0	Software Version 1.22 updates: • Updated screen captures and fields. • Updated CCN Deviations section. • Updated Notification of Outcome options. • Performance Objective (PO) 1 Performance Element (PE) 7 – 10 options for Regions 1 – 4 selections were added to the drop-down menu within the CCN Deviations and CAPS UI.	VetsEZ
10/27/2021	13.0	Software Version 1.20 updates: • Updated screen captures and fields. • Updated CCN Deviations section.	VetsEZ
09/15/2021	12.0	Software Version 1.19 updates: • Updated screen captures and fields. • Updated CCN Complaints section. The screen now displays the Document Upload section. • Updated CCN Deviations section. The screen now displays the Decisions & Outcome tab.	VetsEZ

Date	Revision	Description	Author
08/04/2021	11.0	Software Version 1.17 updates: • Updated screen captures and fields. • Updated Waiver section. Added Document Upload section. • Updated Network Support Credentialing section name to Credentialing Audit. • Updated CCN Issues section name to CCN Complaints. • Updated CCN Issues section. Added COR Tracking section to Complaints, Grievances, Appeals, and Disputes pages. • Updated CCN Congressional Inquiry section. Added COR Tracking section to Congressional and VA Inquires pages.	VetsEZ
06/16/2021	10.0	Software Version 1.15 updates: • Updated screen captures and fields. • Updated Quality Check section. Region 5 added to Region menu options. • Updated CCN Issues section. ECAT ID field added to Details section. • Updated CCN Corrective Action Plans (CAP) section. Added Document Upload section.	VetsEZ
03/31/2021	9.0	• Software Version 1.11 updates: • Updated screen captures. • Added Network Support Credentialing section. • Updated order of sections found under 3.3 System Menu. • Updated order of sections found under 4. Using the Software.	VetsEZ
02/24/2021	8.0	Software Version 1.10.3.1 updates: • Updated screen captures. • Updated Congressionals section. • Performed redaction.	AbleVets
01/13/2021	7.0	Software Version 1.10.2.1 updates: • Updated screen captures. • Updated CCN Waivers section. • Updated CCN Corrective Action Plan (CAP) section. • Performed redaction.	AbleVets

Date	Revision	Description	Author
11/20/2020	6.0	Software Version 1.10.1.0 updates: • Updated screen captures. • Updated Congressionals section. • Updated Deviations section.	AbleVets
10/30/2020	5.0	Software Version 1.10.0.0 updates: • Updated screen captures. • Updated instructions in the Gaining Initial Access to EPRS section. • Updated Complaints to CCN Issues. • Added Region 3 and Region 4 options to Quality Check section. • Updated Appendix A: Troubleshooting SharePoint UIs screens.	AbleVets
06/09/2020	4.0	Software Version 1.5.0.1 updates: • Updated screen captures and figure numbers • Relocated all references to Power BI reports to the Office of Community Care Informatics and Data Analytics Reporting User Guide	Business Team & Business Contractor Support (Guidehouse & ERPi)
04/01/2020	3.0	Software Version 1.3.0.7 updates: • Updated screen captures • Added CCN Corrective Action Plan • Added CCN Deviations • Added CCN Waivers	AbleVets
11/07/2019	2.1	• Updated Power BI screen captures • Updated Power BI steps and instructions	Informatics & Data Analytics (IDA); Business Team Contractor Support (Guidehouse & ERPi)
10/01/2019	2.0	Software Version 1.1.0 updates: • Updated screen captures. • Added Quality Check Dashboard content. • Added User Access Levels information. • Added Data Flows section information. • Updated Congressional Inquiry verbiage/screens. • Included Power BI	AbleVets
5/24/2019	1.0	Initial Draft	AbleVets

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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1. Introduction

The Enterprise Program Reporting System (EPRS) will enable Veterans Health Administration (VHA) leadership, VHA Office of Community Care (OCC) staff, Veterans Integrated Service Network (VISN) leadership, and Department of Veterans Affairs (VA) Medical Center (VAMC) leadership to access program and operational reporting for the Community Care program. This access will support Contractor accountability and allow for program improvement. EPRS integrates with the Corporate Data Warehouse (CDW) and the Data Access Service (DAS). Through CDW EPRS pulls data elements captured by internal VA IT systems, and through DAS EPRS receives Community Care Network (CCN) Contractor Deliverables. These linkages enable EPRS to generate reports from data gathered across the Community Care Program (CCP). Data will be imported into EPRS daily for up-to-date reporting.

As enacted by the VA Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018 (MISSION Act) and the implementation of the Community Care Network (CCN), the VA is implementing an integrated, high performing health care network in partnership with community providers to improve Veteran access to care. EPRS has been designed to track and monitor adherence to network adequacy performance objectives.

1.1. Purpose

The purpose of this document is to provide simple and comprehensive instructions for using the EPRS User Interface (UI) Screens (developed using SharePoint).

The EPRS SharePoint UI screens enable CCN Administrators to add, edit, and manage key contracting data elements such as Congressional and VA Inquiries and CCN Issues. The UI screens also enable the CCN Administrators to review CCN Contractor Deliverable data for quality, to assess data integrity before either releasing the data for ingestion or rejecting and returning the data to the Contractor for correction.

Access to each UI in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Product Owner for disposition.

1.2. Document Orientation

The *Enterprise Program Reporting System (EPRS) v1.31 User Guide* will provide explanations of all user interface options within the context of an easy-to-understand demonstration data scenario. These interface options are the EPRS SharePoint UI screens.

This document is also designed to provide the user with screen-by-screen “how to” information on the usage of EPRS.

1.2.1. Organization of the Manual

Section 1: Introduction

The Introduction section provides the purpose of this manual, an overview of the EPRS software, an overview of the software used, project references, contact information for the user to seek additional information, and an acronyms and abbreviations list for this manual.

Section 2: System Summary

The System Summary section provides a graphical representation of the equipment, communication, and networks used by the system, user access levels, how the software will be accessed, and contingencies and alternative modes of operation.

Section 3: Getting Started

The Getting Started section provides a general walk-through of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

Section 4: Using the Software

This section gives the user the "how to" information for using EPRS, including many step-by-step procedures.

Appendix A: Troubleshooting SharePoint UIs

This section provides troubleshooting for the EPRS user.

Appendix B: Acronyms and Abbreviations

This section provides a list of acronyms and abbreviations found in this document.

1.2.2. Assumptions

This guide was written under the following assumptions of the audience's experience/skills:

- User has basic knowledge of Microsoft SharePoint.
- User has a working knowledge of the business process supported by the data entry and Quality Check functionality.
- User has been provided the appropriate active roles, menus, and security keys for EPRS, as required per the access criteria developed by Informatics and Data Analytics (IDA).

1.2.3. Coordination

There are currently no coordination requirements for EPRS.

1.2.4. Disclaimers

1.2.4.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to Title 17 Section 105 of the United States Code (USC) this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.4.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.5. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

Table 1. Documentation Symbols and Descriptions

Symbol	Description
	**CAUTION:** Used to caution the reader to take special notice of critical information.

NOTE: *Notes are used to inform the reader of general information including references to additional reading material.*

1.2.6. References and Resources

The following resources are maintained by the EPRS Product Owner and the EPRS project team:

- EPRS Solutions SharePoint Site
- EPRS Training Module in Talent Management System
- Community Care National Portal, Operational Guidebook Chapter 10

Questions on business requirements, system access, and other related matters should be directed to the EPRS Project Team.

Questions on technical issues in using the system should be reported as a YourIT Help Desk.

1.3. National Service Desk and Organizational Contacts

For issues related to EPRS that cannot be resolved by this manual or the site administrator, please contact the National Service Desk.

2. System Summary

2.1. System Configuration

- Users will access EPRS through their internet browser and secure VPN connection or VA Intranet.
- Users access the EPRS Quality Check interface and contract administration data entry screens through Microsoft SharePoint.
- Access to each UI in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Quality Check interface Product Owner for disposition.

Instructions for accessing each portal are detailed in Section 3.

2.2. Data Flows

Data from the CCN Contractor is transmitted to EPRS via DAS. This information flows through a series of orchestrated web services calls between DAS and EPRS. DAS will conduct a syntactical check of each Deliverable, and upon successful completion the Deliverable will be transmitted to the EPRS Quality Check. Once a data file is received in Quality Check, an automated message will be sent to the designated Business Owners for that Deliverable to notify them that the file is available for review. The Business Owners will be directed to the EPRS Quality Check UI to review the data for completeness and quality. If a Deliverable does not pass this review, the Business Owner will Return the file to the Contractor for correction and resubmission. When a Deliverable passes the review, the Business Owner will "Release" the data to the ODS, ready for ETL into DW for EPRS.

EPRS offers a set of user entry screens (hosted by EPRS SharePoint), which enable the user to input data for Accreditation Waivers, Complaints & Grievances, Congressional Inquiries, Corrective Action Plans (CAPs), Network Adequacy Deviations, and Network Support Credentialing Reviews, which are then stored in the EPRS ODS for ETL into the DW.

2.3. User Access Levels

NOTE: *Additional user permissions and instructions will be included in this section with future iterations of the document.*

There are three EPRS user access levels

- **EPRS Members** – Edit permission levels. Can view, add, update, and delete list items and documents.
- **EPRS Owners** – Full Control permission levels. Has full control.
- **EPRS Visitors** – Read permission levels. Can view pages and list items and download documents.

Access to each report or feature in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Product Owner for disposition.

2.4. Continuity of Operation

The VA Enterprise Cloud (VAEC) handles the Continuity of Operations.

3. Getting Started

This section describes the EPRS SharePoint UI and the EPRS Power BI application, from initiation through exit.

3.1. Gaining Initial Access to EPRS

To obtain access to the EPRS User Interface, the applicant must first complete an Access Form located on the EPRS Solutions SharePoint page. The applicant must also secure their supervisor's approval and document it on the Access Form. The applicant must then submit the completed form to the CCN Contracting Officer's Representative (COR) Records Management team for CCN Approval Authority disposition. The CORs will review the form, determine whether to approve or deny the request, and return the signed form to the applicant. If the request is approved, the applicant must then submit a VA Help Desk request via YourIT and attach the completed Access form.

The applicant will be notified via ticket update once access is granted, whereupon the approved user can then access EPRS. Once EPRS access is no longer required for the fulfillment of the user's responsibilities, the user (or their supervisor) is requested to submit another VA Help Desk request via YourIT, to have their access revoked.

3.2. Logging On

EPRS UI screens for inputting data are accessed through Microsoft SharePoint.

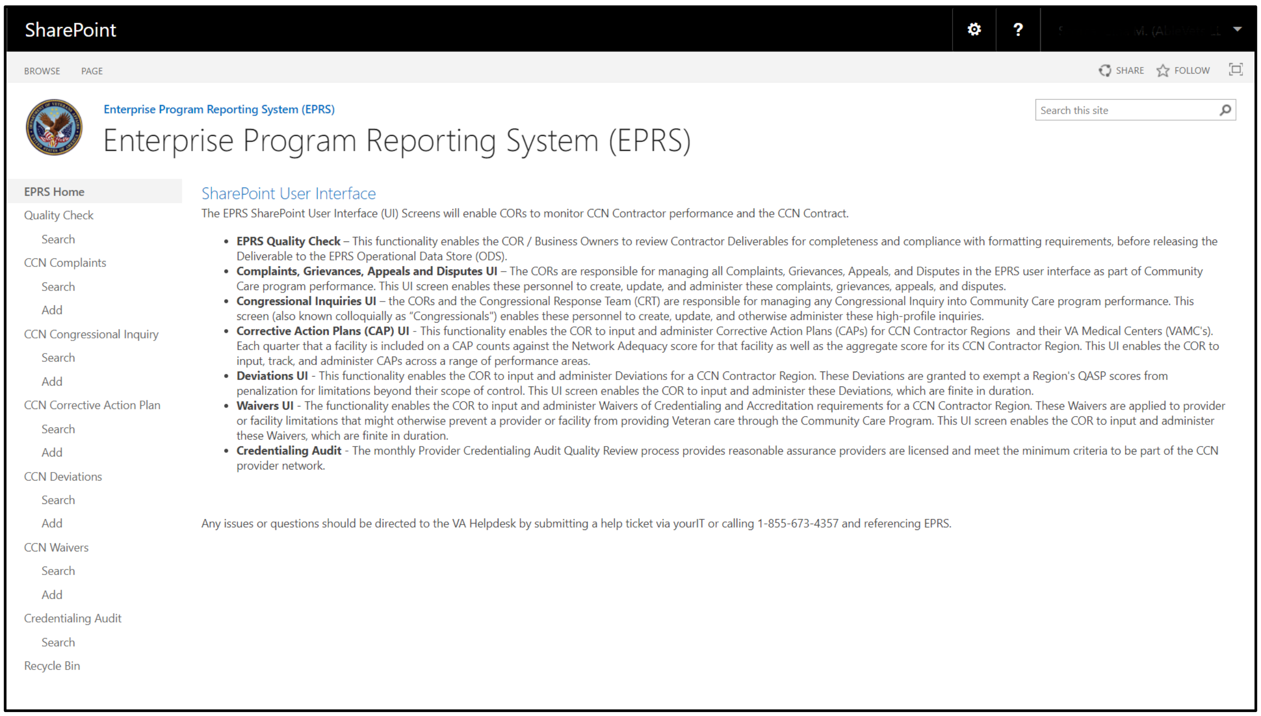
Users with the appropriate access permissions can access ERPS through the EPRS SharePoint site.

3.3. System Menu

3.3.1. Navigating EPRS SharePoint

The EPRS SharePoint offers seven landing pages: **Quality Check**, **CCN Complaints**, **CCN Congressional Inquiry**, **CCN Corrective Action Plan**, **CCN Deviations**, **CCN Waivers**, and **Credentialing Audit**.

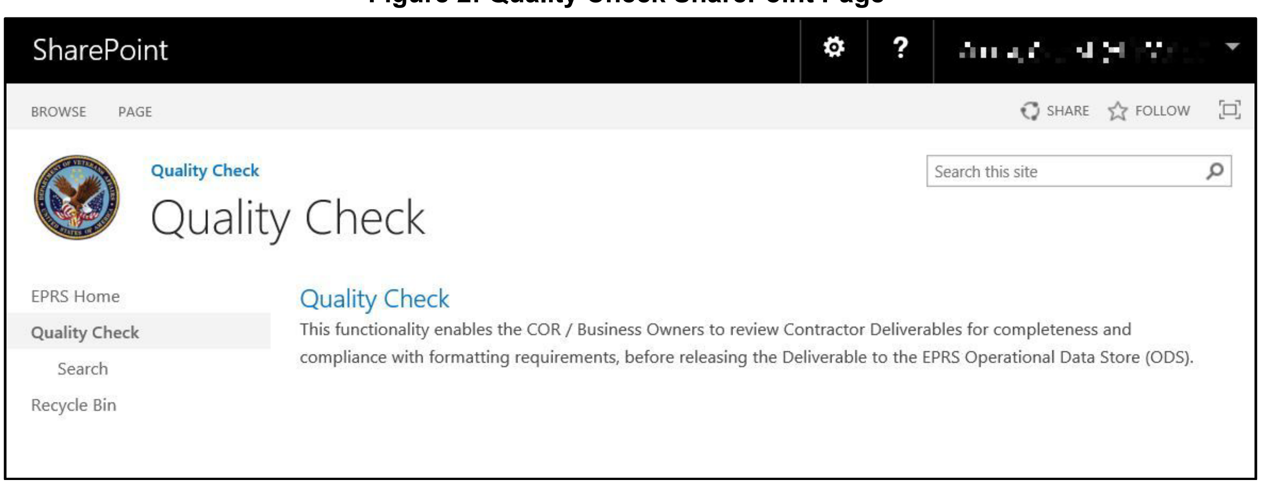
Figure 1: EPRS Home Page SharePoint Page



3.3.1.1. Quality Check

This functionality enables the COR / Business Owners to review Contractor Deliverables for completeness and compliance with formatting requirements, before releasing the Deliverable to the EPRS Operational Data Store (ODS).

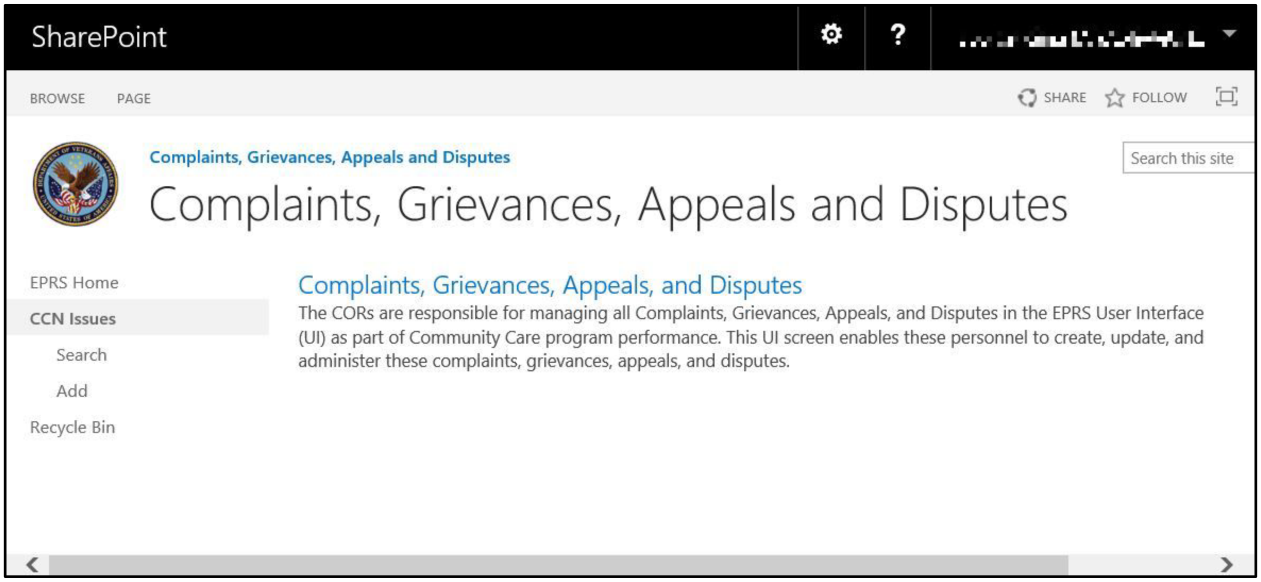
Figure 2: Quality Check SharePoint Page



3.3.1.2. CCN Complaints

The COR and Business Owners have responsibility for tracking any formal Complaints or Grievances filed against the Community Care Program or its Contractors. This UI screen enables these personnel to create, input, and otherwise administer these formal Complaints and Grievances.

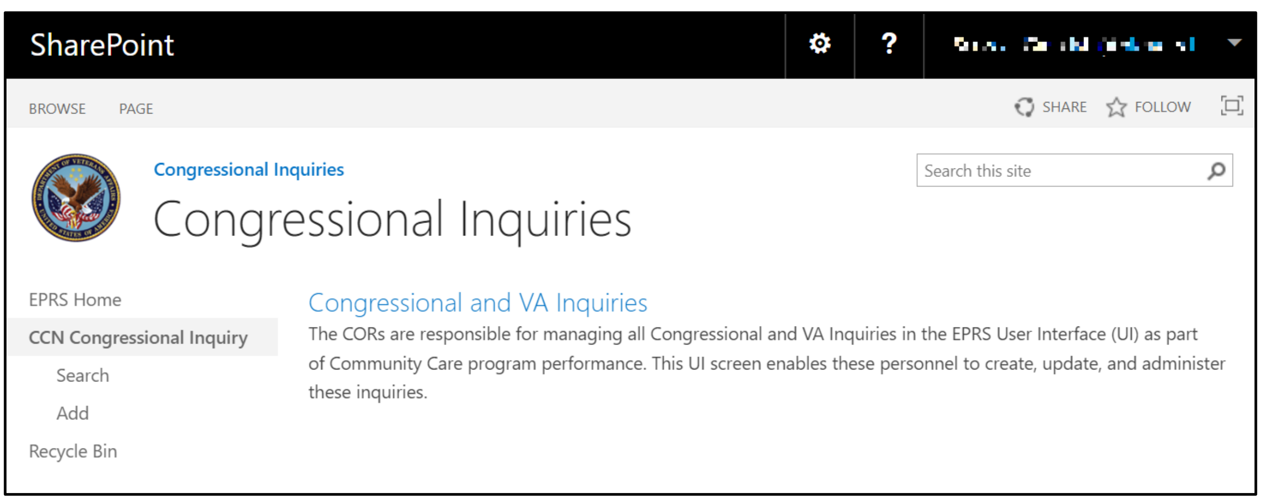
Figure 3: Complaints, Grievances, Appeals and Disputes SharePoint Page



3.3.1.3. CCN Congressional Inquiry

The CORs are responsible for managing any Congressional and VA Inquires into the EPRS User Interface (UI) as part of the Community Care program performance. This UI screen enables these personnel to create, update, and administer these inquiries.

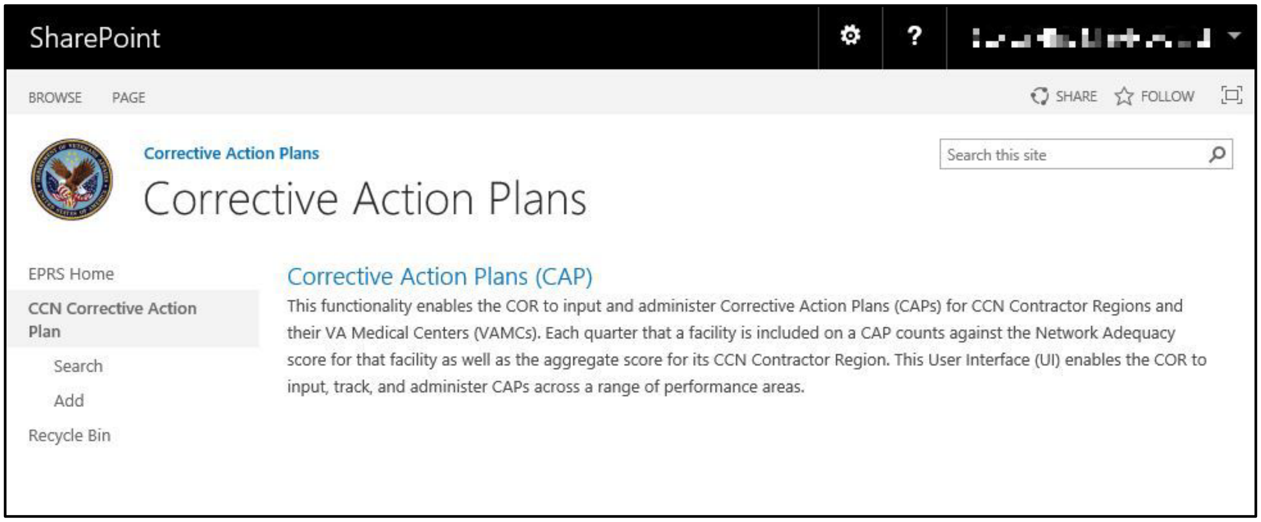
Figure 4: Congressional Inquiries SharePoint Page



3.3.1.4. CCN Corrective Action Plan

CCN Corrective Action Plan enables the COR to input and administer Corrective Action Plans (CAPs) for CCN Contractor Regions and their VA Medical Centers (VAMCs). Each quarter that a facility is included on a CAP counts against the Network Adequacy score for that facility as well as the aggregate score for its CCN Contractor Region. This UI enables the COR to input, track, and administer CAPs across a range of performance areas.

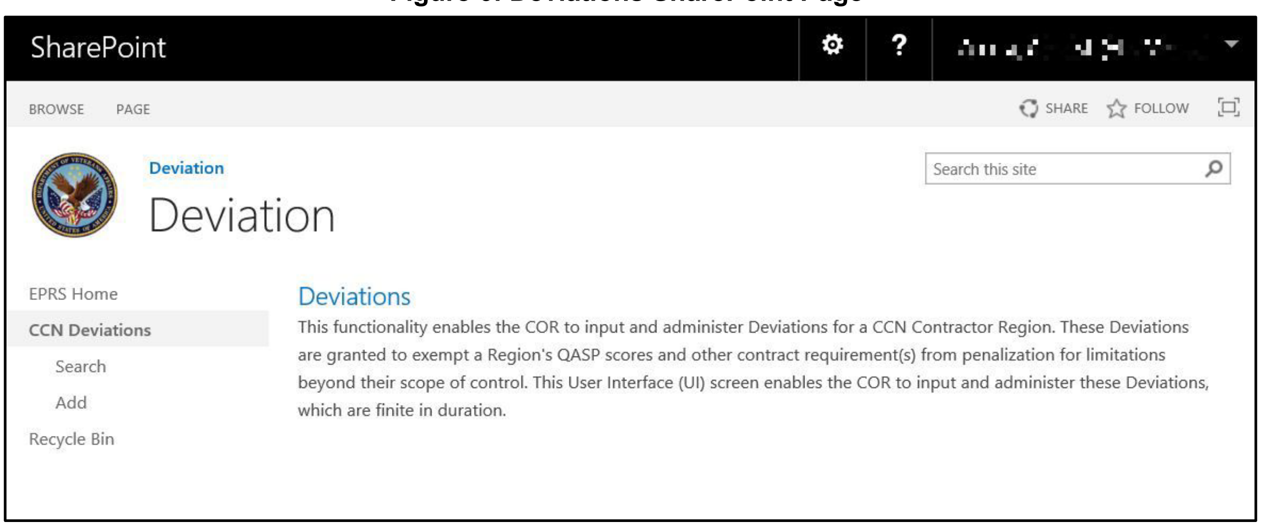
Figure 5: Corrective Action Plans SharePoint Page



3.3.1.5. CCN Deviations

The CCN Deviations UI enables the COR to input and administer Network Adequacy Deviations for a CCN Contractor Region. These Deviations are granted to exempt a Region's Network Adequacy QASP scores from penalization for network limitations beyond their scope of control. This UI screen enables the COR and Network Management personnel to input and administer these Deviations, which are finite in duration.

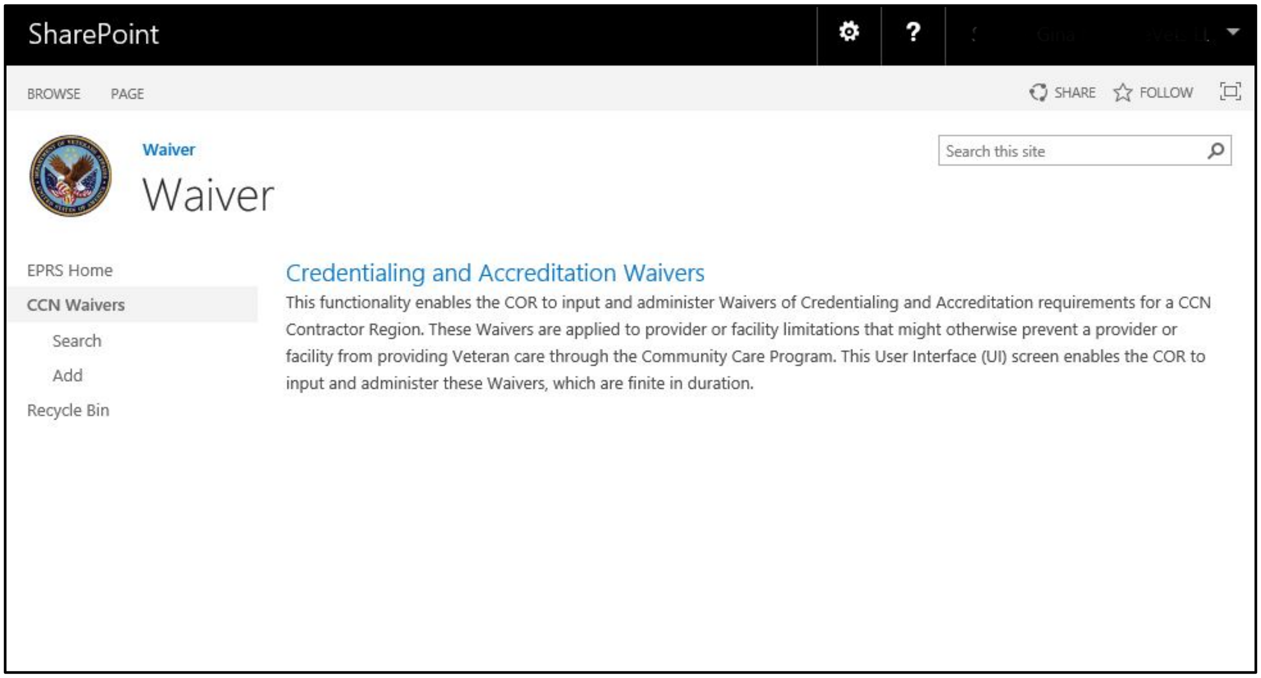
Figure 6: Deviations SharePoint Page



3.3.1.6. CCN Waivers

CCN Waivers enables the COR to input and administer Waivers of Accreditation requirements for a CCN Contractor Region. These Accreditation Waivers are applied to provider or facility limitations that might otherwise prevent a provider or facility from providing Veteran care through the Community Care Program. This UI screen enables the COR to input or administer these Waivers, which are finite in duration.

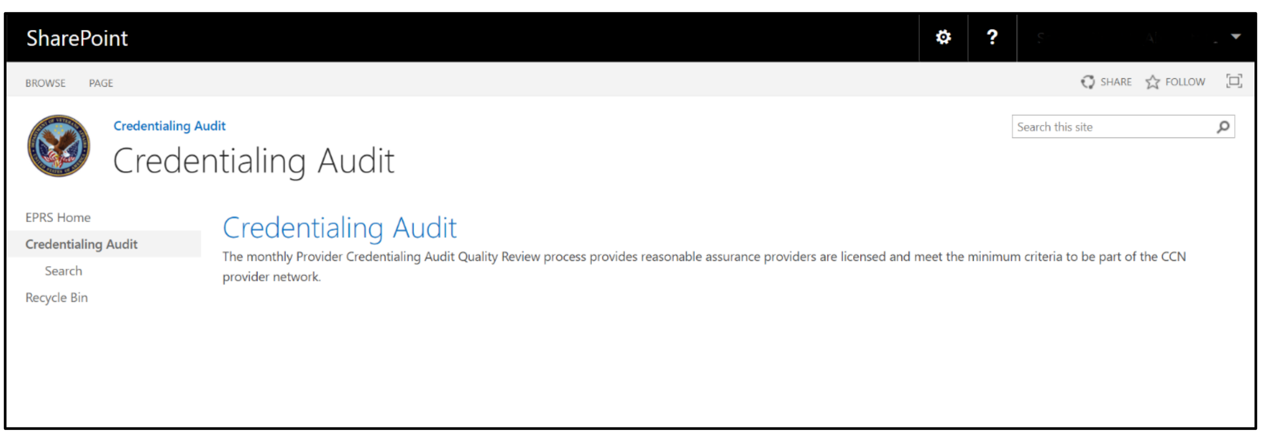
Figure 7: Waiver SharePoint Page



3.3.1.7. Credentialing Audit

The monthly Provider Credentialing Audit Quality Review process provides reasonable assurance providers are licensed and meet the minimum criteria to be part of the CCN provider network.

Figure 8: Credentialing Audit SharePoint Page



3.4. Exiting the System

To exit the EPRS SharePoint close any tabs that are open, select your name from the upper right corner, and select **Sign Out**.

4. Using the Software

EPRS provides user functionality for the following items:

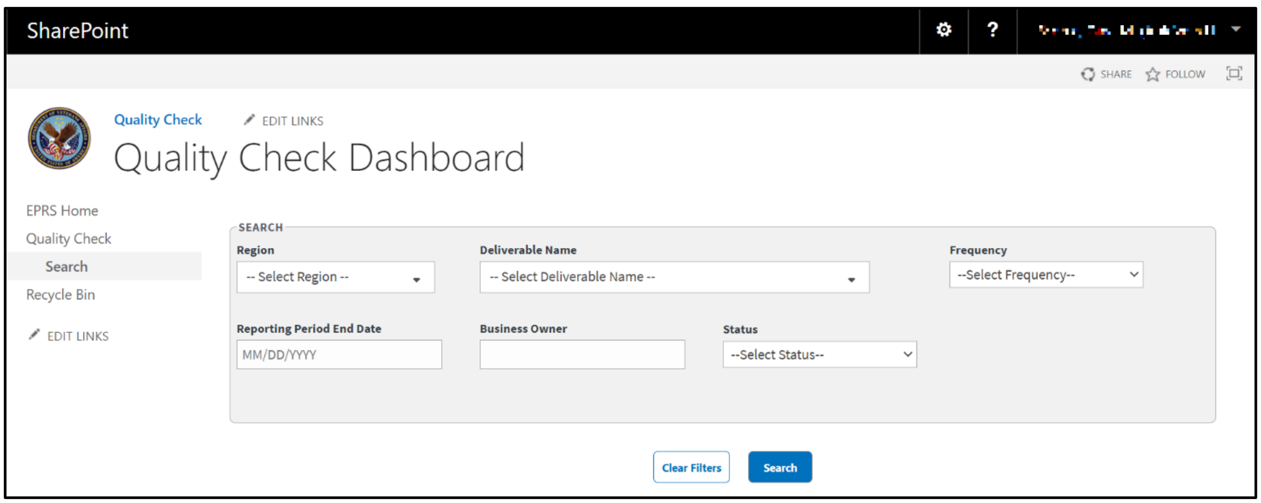
- Quality Check
  - Search Quality Check
  - Edit Quality Check
- CCN Complaints
  - Add Complaints, Grievances, Appeals, and Disputes
  - Search Complaints, Grievances, Appeals, and Disputes
  - Edit Complaints, Grievances, Appeals, and Disputes
- CCN Congressional Inquiry
  - Add New Congressional Inquiry
  - Search Congressional Inquiry
  - Edit Congressional Inquiry
- CCN Corrective Action Plan
  - Add New Corrective Action Plan
  - Search Corrective Action Plan
  - Edit Corrective Action Plan
- CCN Deviations
  - Add New CCN Deviations
  - Search CCN Deviations
  - Edit CCN Deviations
- CCN Waivers
  - Add New CCN Waivers
  - Search CCN Waivers
  - Edit CCN Waivers
- Credentialing Audit
  - Search Credentialing Review
  - Edit Credentialing Records Review

4.1. Quality Check

The Quality Check enables the Community Care Business Owner to conduct a spot-audit of CCN Contractor data to ensure quality and reliability before releasing the data for ingestion into the EPRS ODS. The ability to view data, return it to the Contractor for correction, or Release it to make it available for reporting is accessible via the EPRS Quality Check UI.

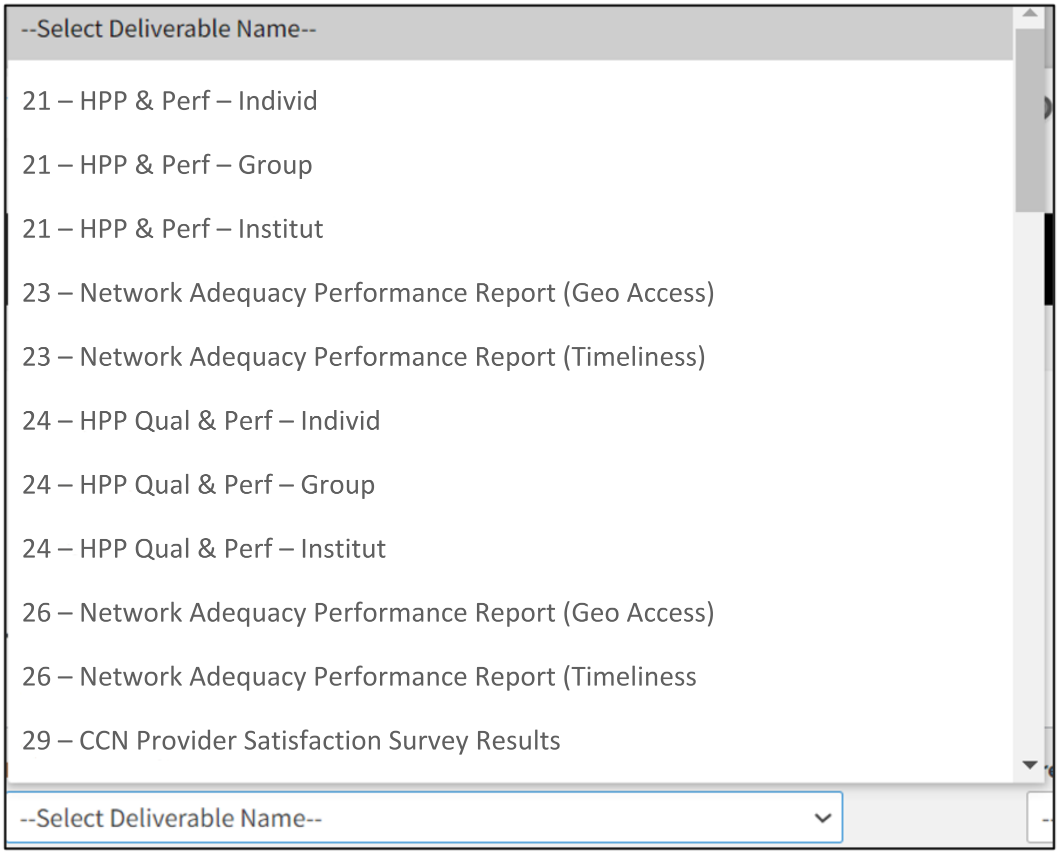
Data from the CCN Contractor is transmitted to EPRS via DAS. This information flows through a series of orchestrated web services calls between DAS and EPRS. DAS will conduct a syntactical check of each Deliverable, upon successful completion of which the Deliverable will be transmitted to the EPRS Quality Check. The Business Owner will be directed to the EPRS Quality Check UI to review the data for completeness and quality. If no action is taken by the fourth business day, the system sends a second notification. The user will search for and select the file to review and determine its accuracy. If there is reason to not accept the file, Return is selected along with a Return Reason. To approve and release the file so that EPRS can intake the data and make it available for reporting, the Business Owner selects to Release the document.

Figure 9: Quality Check Dashboard



- **Region** - the region that the VAMC or contractor is assigned to. The multiselect drop-down menu lists the options available to the specific region's contractor.
  - **Region 1**
  - **Region 2**
  - **Region 3**
  - **Region 4**
  - **Region 5**
- **Deliverable Name** - Deliverables that the contractor is responsible for.

Figure 10: Deliverable Name Menu Options



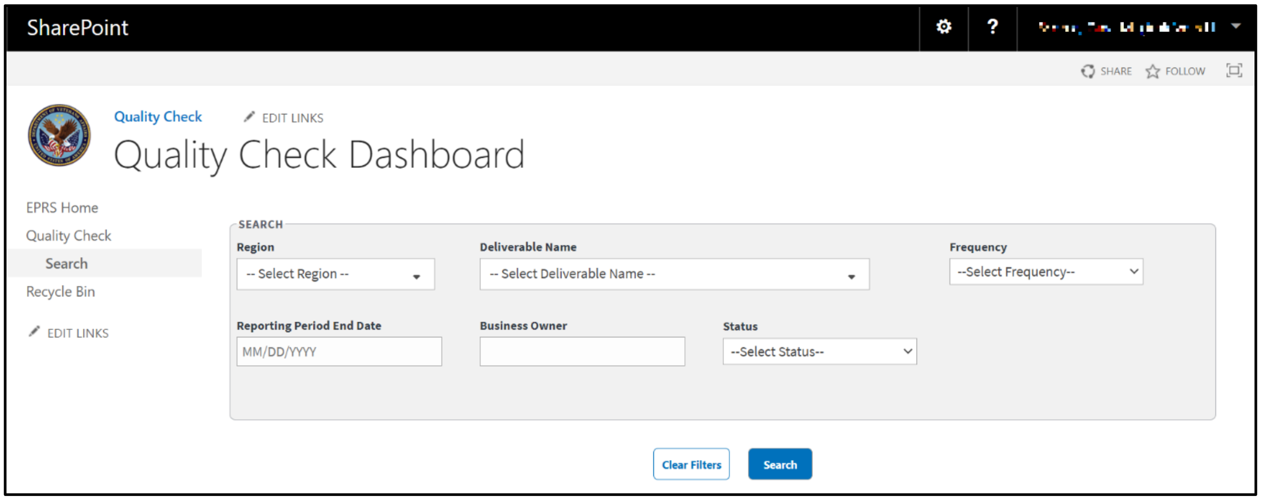
- **Frequency –** Length of time the deliverable needs to be reported.
  - **30 days after SHCD then monthly**
  - **60 days following conclusion of the survey quarter**
  - **Monthly**
  - **Quarterly**
  - **Weekly**
- **Reporting Period End Date** – date for the last day in the reporting period. Field that allows you to input or select the calendar icon to select a date.
- **Business Owner** – Field to enter the name of the business owner. Name needs to be the Full First and Last Name is logged in the record.
- **Status -** This is the business owner status that describes whether the report is:
  - **Pending**
  - **Processed**
  - **Released**
  - **Returned**

4.1.1. Quality Check Search Workflow

To perform a Quality Check, follow the steps listed below:

1. From the EPRS SharePoint page, select **Search** under **Quality Check**. The **Quality Check Dashboard** page displays.

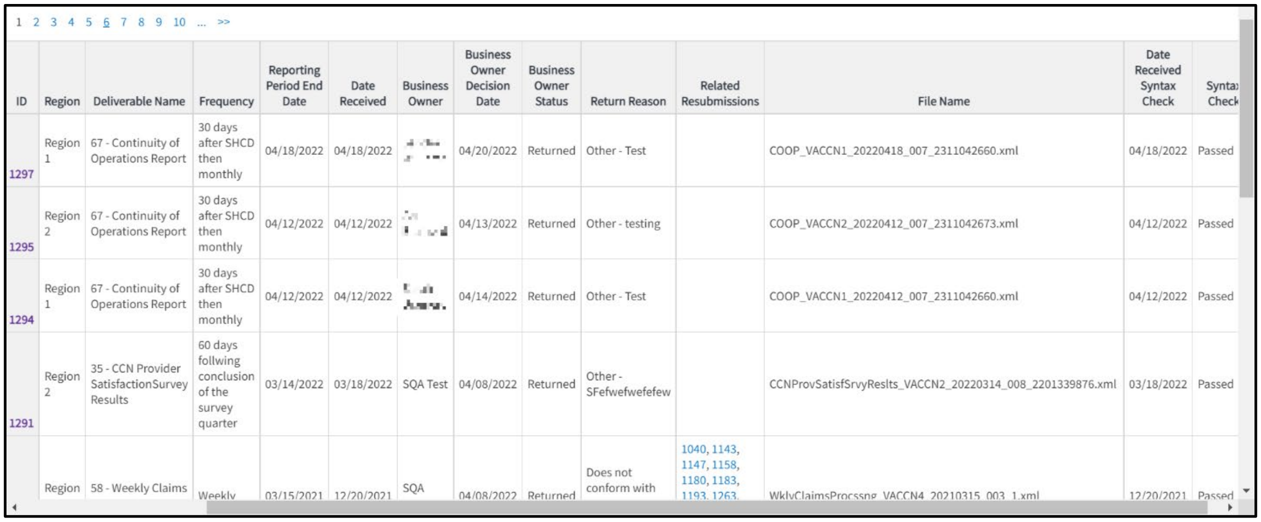
Figure 11: Quality Check Search Dashboard



2. From the **Region** multiselect drop-down list, select the region(s) of the deliverable.
3. From the **Deliverable Name** multiselect drop-down list, select the name(s) of the deliverable.
4. From the **Frequency** drop-down menu, select the frequency option.
5. In the **Reporting Period End Date** field, enter or select the end date.
6. In the **Business Owner** field, enter the name of the Business Owner.
7. From the **Status** drop-down menu, select **Pending**, **Processed**, **Released**, or **Returned**.
8. Select **Search**. The **Quality Check** results display at the bottom of the window.

NOTE: *To clear the fields and start your search over, select **Clear Filters**.*

Figure 12: Quality Check Search Results


1 2 3 4 5 6 7 8 9 10 ... >>

ID	Region	Deliverable Name	Frequency	Reporting Period End Date	Date Received	Business Owner	Business Owner Decision Date	Business Owner Status	Return Reason	Related Resubmissions	File Name	Date Received Syntax Check	Synta Check
1297	Region 1	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/18/2022	04/18/2022	[redacted]	04/20/2022	Returned	Other - Test		COOP_VACCN1_20220418_007_2311042660.xml	04/18/2022	Passed
1295	Region 2	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/12/2022	04/12/2022	[redacted]	04/13/2022	Returned	Other - testing		COOP_VACCN2_20220412_007_2311042673.xml	04/12/2022	Passed
1294	Region 1	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/12/2022	04/12/2022	[redacted]	04/14/2022	Returned	Other - Test		COOP_VACCN1_20220412_007_2311042660.xml	04/12/2022	Passed
1291	Region 2	35 - CCN Provider SatisfactionSurvey Results	60 days follwing conclusion of the survey quarter	03/14/2022	03/18/2022	SQA Test	04/08/2022	Returned	Other - SFefwefwefefew		CCNProvSatisfSrvyResIts_VACCN2_20220314_008_2201339876.xml	03/18/2022	Passed
	Region	58 - Weekly Claims	Weekly	03/15/2021	12/20/2021	SQA	04/08/2022	Returned	Does not conform with	1040, 1143, 1147, 1158, 1180, 1183, 1193, 1263,	WklyClaimsProcssng_VACCN4_20210315_003_1.xml	12/20/2021	Passed

9. From the search records, select the ID number to view the file for that record.

Figure 13: Quality Check Record (1 of 2)

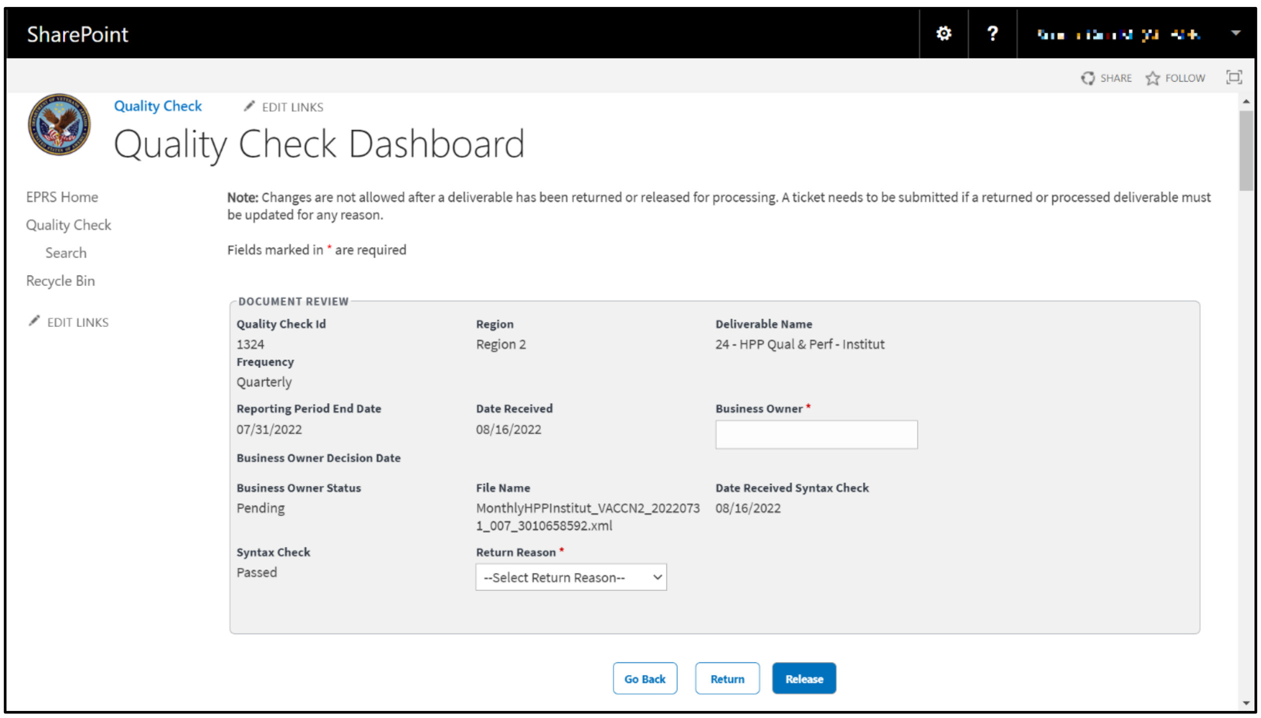
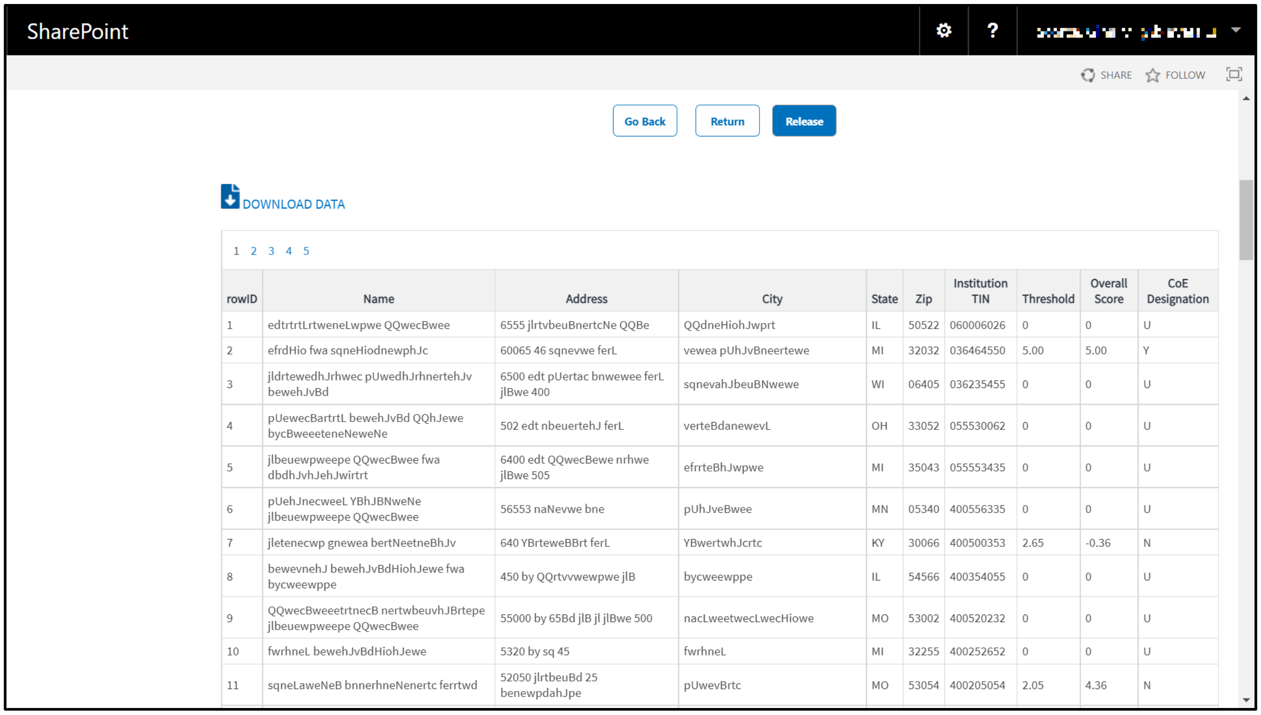


Figure 14: Quality Check Record (2 of 2)



rowID	Name	Address	City	State	Zip	Institution TIN	Threshold	Overall Score	CoE Designation
1	edtrtrtLrtweneLwpwe QQwecBwee	6555 jlrtvbeuBnertcNe QQBe	QQdneHiohJwprt	IL	50522	060006026	0	0	U
2	efrdHio fwa sqneHiodnewphJc	60065 46 sqnevwe ferL	vewea pUhJvBneertewe	MI	32032	036464550	5.00	5.00	Y
3	jldrtewedhJrhwec pUwedhJrhnertehJv bewehJvBd	6500 edt pUertac bnwewee ferL jlBwe 400	sqnevahJbeuBNwewe	WI	06405	036235455	0	0	U
4	pUewecBartrtL bewehJvBd QQhJewe bycBweeeteneNeweNe	502 edt nbeuertehJ ferL	verteBdanewevL	OH	33052	055530062	0	0	U
5	jlbeuewpweepe QQwecBwee fwa dbdhJvhJehJwirtrt	6400 edt QQwecBewe nrhwe jlBwe 505	efrrteBhJwpwe	MI	35043	055553435	0	0	U
6	pUehJnecweeL YBhJBNweNe jlbeuewpweepe QQwecBwee	56553 naNevwe bne	pUhJveBwee	MN	05340	400556335	0	0	U
7	jletenecwp gnewea bertNeetneBhJv	640 YBrteweBBrt ferL	YBwertwhJcrtc	KY	30066	400500353	2.65	-0.36	N
8	bewevnehJ bewehJvBdHiohJewe fwa bycweewppe	450 by QQrtvvwewpwe jlB	bycweewppe	IL	54566	400354055	0	0	U
9	QQwecBweeetrtnecB nertwbeuvhJBrtepe jlbeuewpweepe QQwecBwee	55000 by 65Bd jlB jl jlBwe 500	nacLweetwecLwecHiowe	MO	53002	400520232	0	0	U
10	fwrhneL bewehJvBdHiohJewe	5320 by sq 45	fwrhneL	MI	32255	400252652	0	0	U
11	sqneLaweNeB bnnerhneNenertc ferrtwd	52050 jlrtbeuBd 25 benewpdahJpe	pUwevBrtc	MO	53054	400205054	2.05	4.36	N

10. Enter the **Business Owner** name in the field.
11. From the **Quality Check Dashboard**, select **Release** to release the file so it can then be processed at some point to the ETL to make it available for reporting on or select **Return** to return the file (and enter a return reason).

NOTE: *Only those with permission levels of EPRS Owner or EPRS Members will have access to Release or Return files.*

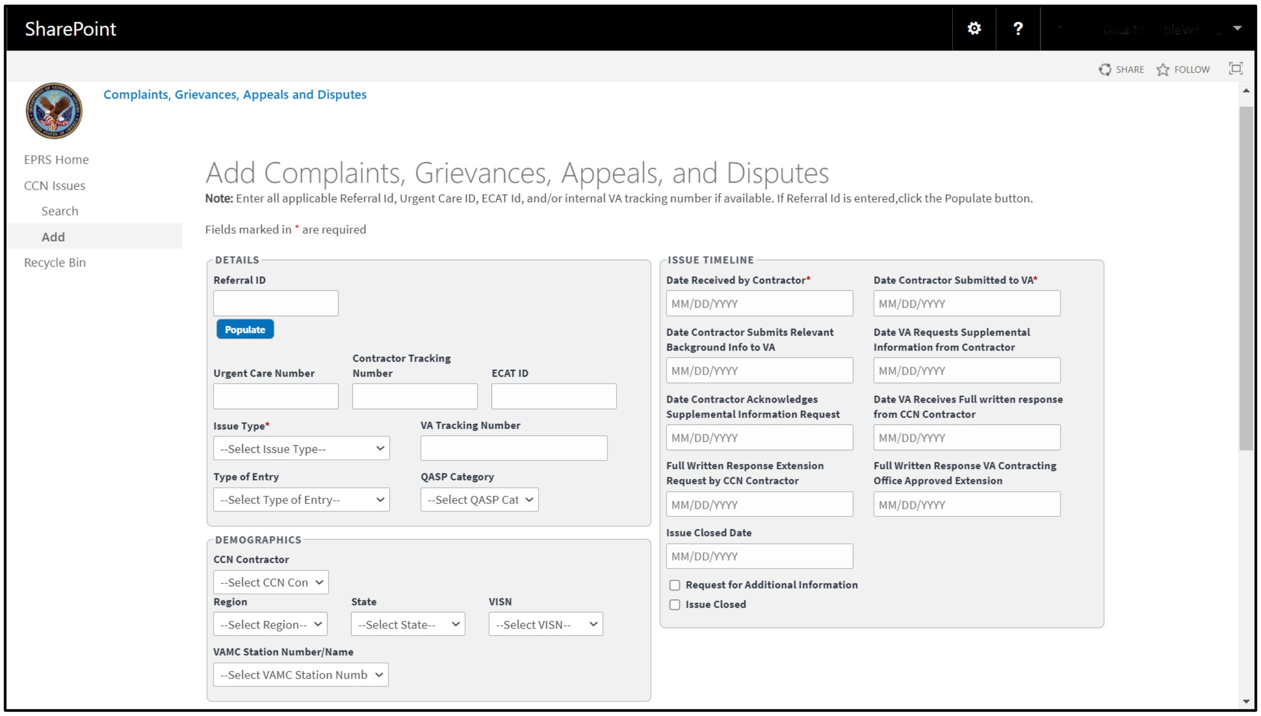
NOTE: *When a file is returned, nothing happens at that point. EPRS will not send any notifications. When the form is released, the file gets processed and the data becomes available to ETL for reporting.*

12. Select **Download Data** to export the Quality Check information to an Excel file.

4.2. CCN Complaints

This section documents the process for responding to and resolving Complaints, Grievances, Appeals, and Disputes against the CCN Contractor.

Figure 15: Complaints, Grievances, Appeals, and Disputes Page (1 of 2)



The fields and menus found within the Add, Search, and Edit pages are defined below:

Details Section

- **Referral ID**
- **Urgent Care Number**
- **Contractor Tracking Number**
- **ECAT ID**
- **Issue Type (required field)**
  - **Appointment Availability of Network Provider**
  - **Care Coordination**
  - **Claims**
  - **Customer Service**
  - **Eligibility**
  - **Geoaccesibility of Network Provider**
  - **Provider Issue**
  - **Request for Information**
- **VA Tracking Number**
- **Type of Entry** – The type of complaint submitted.

- **P - Complaints**
- **A - Appeals**
- **G - Grievances**
- **D - Disputes**

- **QASP Category** - The Quality Assurance Surveillance Plan that the complaint falls under.
  - **Primary Care**
  - **General Dentistry**
  - **General Care**
  - **Complementary & Integrative HC Services**
  - **Specialty Dentistry**

Demographics Section:

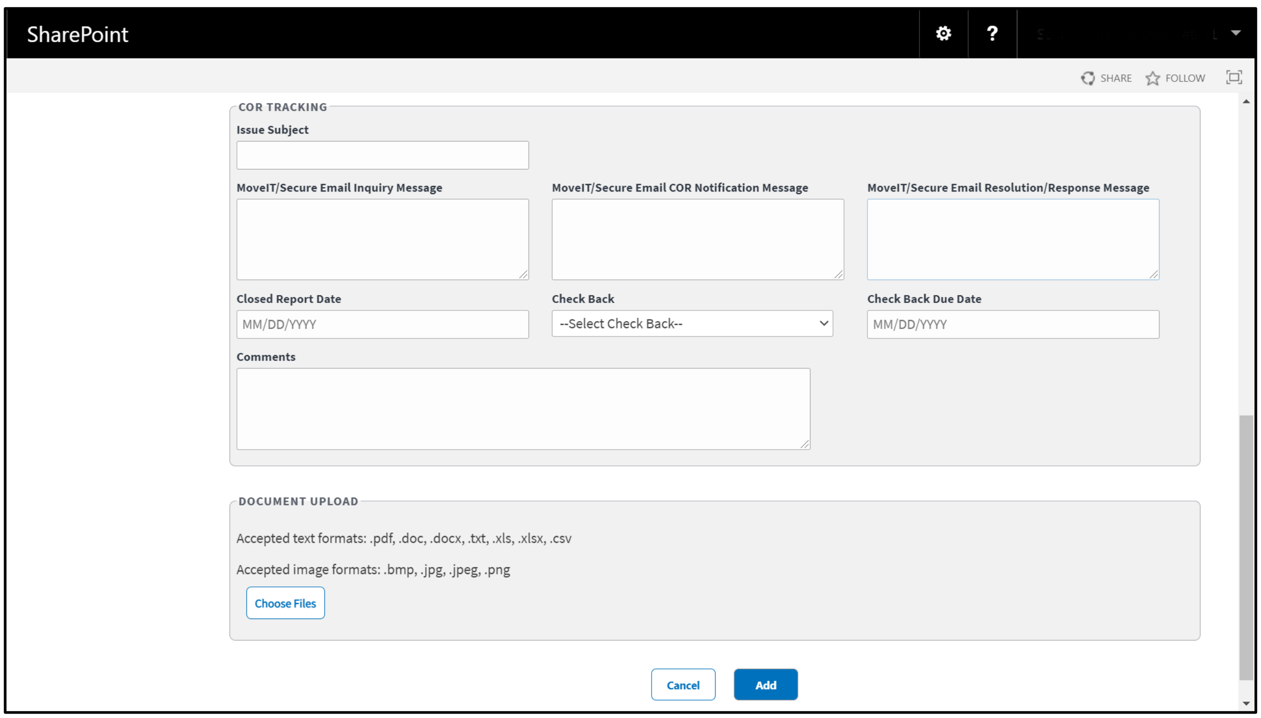
- **CCN Contractor** - Contractor the complaint is related to.
  - **Optum**
  - **TriWest**
- **Region -** VAMC region the complaint is related to.
  - **1**
  - **2**
  - **3**
  - **4**
  - **5**
- **State –** Drop-down menu.
- **VISN -** Veterans Integrated Services Network that the complaint is related to.
- **VAMC Station Number/Name -** the VA Medical Center name that the complaint is related to.

Issue Timeline Section

- **Date Received by Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Submitted to VA -** Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Submits Relevant Background Information to VA** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date VA Requests Supplemental Information from the Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Acknowledges Supplemental Information Request** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.

- **Date VA Receives Full Written response from CCN Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Full Written Response Extension Request by CCN Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Full Written Response VA Contracting Office Approved Extension** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Issue Closed Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Request for Additional Information**
- **Issue Closed**

Figure 16: Complaints, Grievances, Appeals, and Disputes Page (2 of 2)



COR Tracking Section

- **Issue Subject** - Field to what the issue is.
- **MoveIT/Secure Email Inquiry Message** – Field to enter inquiry.
- **MoveIT/Secure Email COR Notification Message** – Field to enter COR notification.
- **MoveIT/Secure Email Resolution/Response Message** – Field to enter resolution/response.
- **Closed Report Date** - Field that allows you to input or select the calendar icon to select a date.
- **Check Back** – Drop-down menu with the following options:

- For Closing
- For Sending in Closed Report
- No Action Required

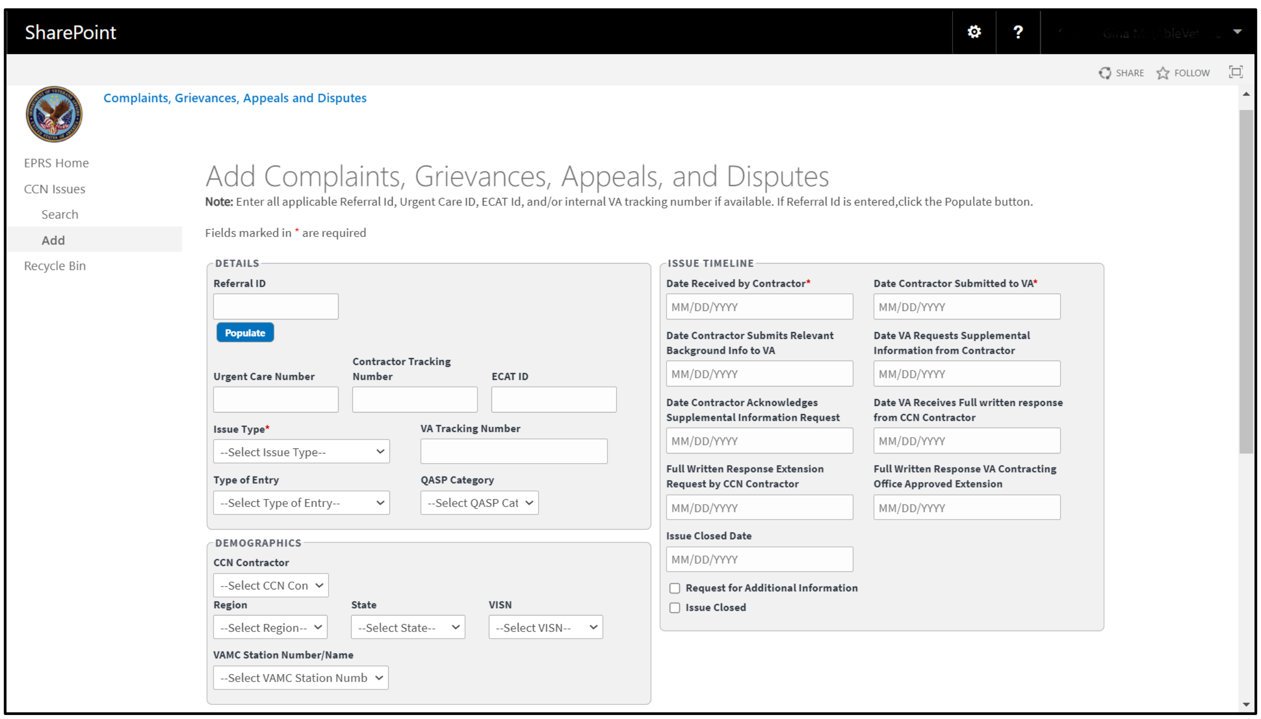
- **Check Back Due Date** - Field that allows you to input or select the calendar icon to select a date.
- **Comments** - Field to enter additional comments.
- **Document Upload** – Allows you to upload files that include pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

4.2.1. Add Complaints, Grievances, Appeals, and Disputes Workflow

To add/record CCN Complaints, Grievances, Appeals, or Disputes data into EPRS, follow the steps listed below:

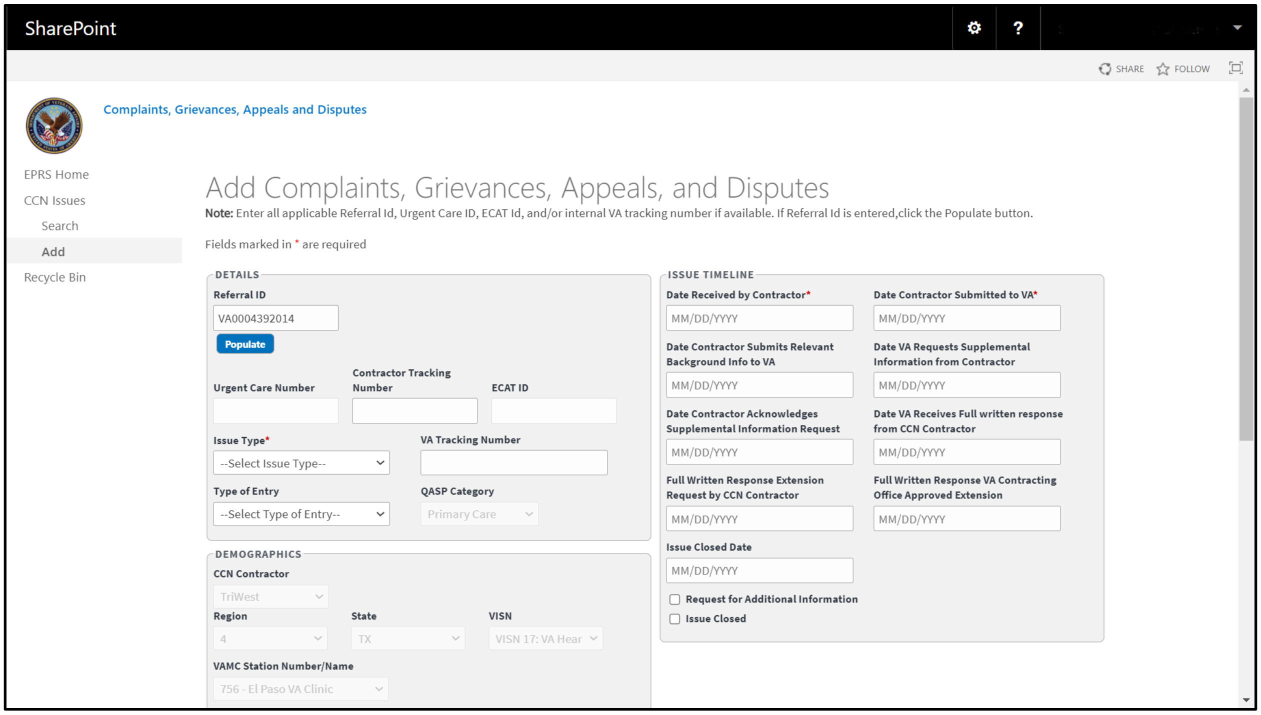
1. From the **EPRS SharePoint** page, select **Add under CCN Issues**. The **Add Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 17: Add Complaints, Grievances, Appeals, and Disputes Page



2. In the **Details** section, enter the Referral ID in the field and then select **Populate**. The system will auto-populate the **QASP Category** field within the **Details** section and the **CCN Contractor**, **Region**, **State**, **VISN**, and **VAMC Station Number/Name** fields within the **Demographics** section.

Figure 18: Add Complaints Auto Populated Fields



3. In the **Urgent Care Number** field, enter the number.
4. In the **Contractor Tracking Number** field, enter the number.
5. In the **ECAT ID** field, enter the ID number.
6. From the **Issue Type** drop-down menu, select **Appointment Availability of Network Provider**, **Care Coordination**, **Claims**, **Customer Service**, **Eligibility**, **Geoaccessibility of Network Provider**, **Provider Issue**, or **Request for Information**. *(This is a required field.)*
7. In the **VA Tracking Number** field, enter the number.
8. From the **Type of Entry** drop-down menu, select **P- Complaints**, **A- Appeals**, **G- Grievances**, or **D- Disputes**.
9. In the **Date Received by Contractor** field, enter the date or select a date using the pop-up calendar. *(This is a required field.)*
10. In the **Date Received by Contractor Submitted to VA** field, enter the date. *(This is a required field.)*
11. In the **Date Contractor Submits Relevant Background Information to VA** field, enter the date.
12. In the **Date VA Requests Supplemental Information from Contractor** field, enter the date.
13. In the **Date Contractor Acknowledges Request for Supplemental Information** field, enter the date.
14. In the **Date VA Receives Full written response from CCN Contractor** field, enter the date.

15. In the **Full Written Response Extension Request by CCN Contractor** field, enter the date.
16. In the **Full Written Response VA Contracting Office Approved Extension** field, enter the date.
17. In the **Issue Closed Date** field, enter the date.
18. Select the **Request for Additional Information** check box to request additional information.
19. Select the **Issue Closed** check box if the issue is closed.
20. In the **Issue Subject** field, enter subject for the issue.
21. In the **MoveIT/Secure Email Inquiry Message** field, enter information pertaining to the inquiry.
22. In the **MoveIT/Secure Email COR Notification Message** field, enter information pertaining to the COR notification.
23. In the **MoveIT/Secure Email Resolution/Response Message** field, enter information pertaining to the resolution/response.
24. In the **Closed Report Date** field, enter or select the date the report was closed.
25. From the **Check Back** drop-down menu, select **For Closing**, **For Sending in Closed Report**, or **No Action Required**.
26. In the **Check Back Due Date** field, enter or select the date.
27. In the **Comments** field, enter any comments pertaining to the issue.
28. In the **Document Upload** section, upload files that pertain to the Complaint. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

29. Select **Add**. A message displays at the top of the page stating that it was successfully added. After the issue is successfully saved, the form will clear.

4.2.2. Search for Complaints, Grievances, Appeals, and Disputes Workflow

To search Complaints, Grievances, Appeals, and Disputes, follow the steps listed below:

1. From the **EPRS SharePoint** page, select **Search under CCN Issues**. The **Search Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 19: Search Complaints, Grievances, Appeals, and Disputes Page (1 of 2)

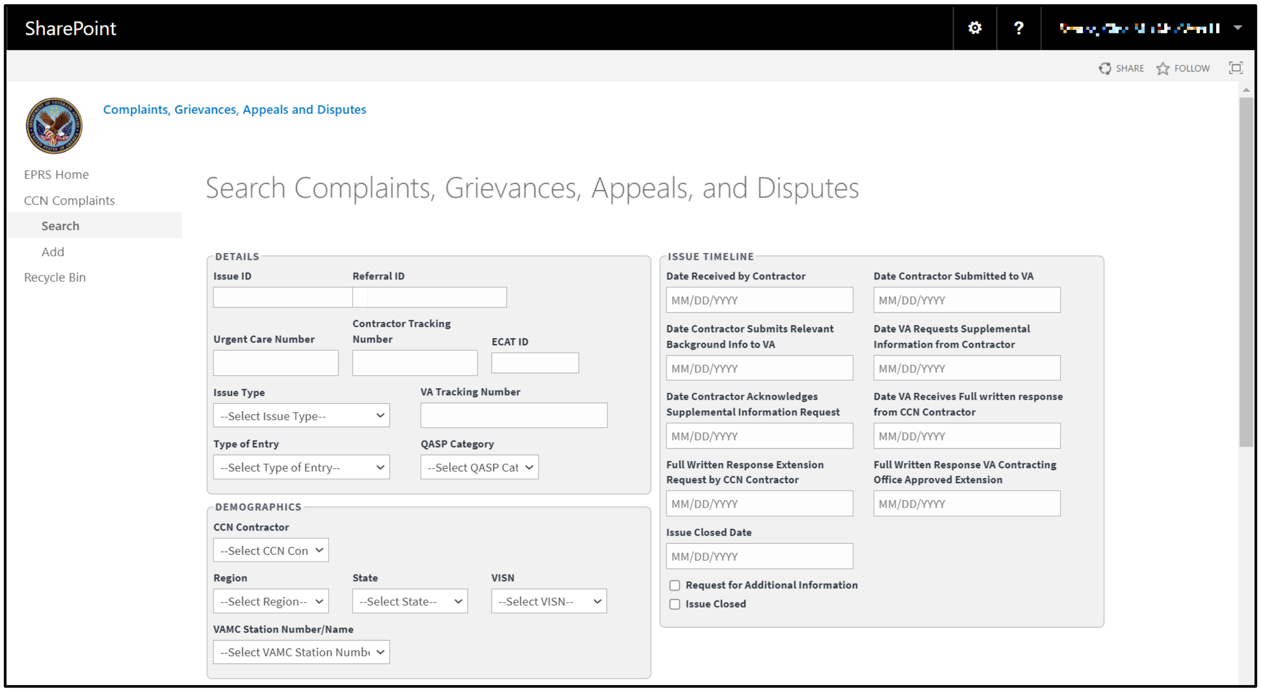
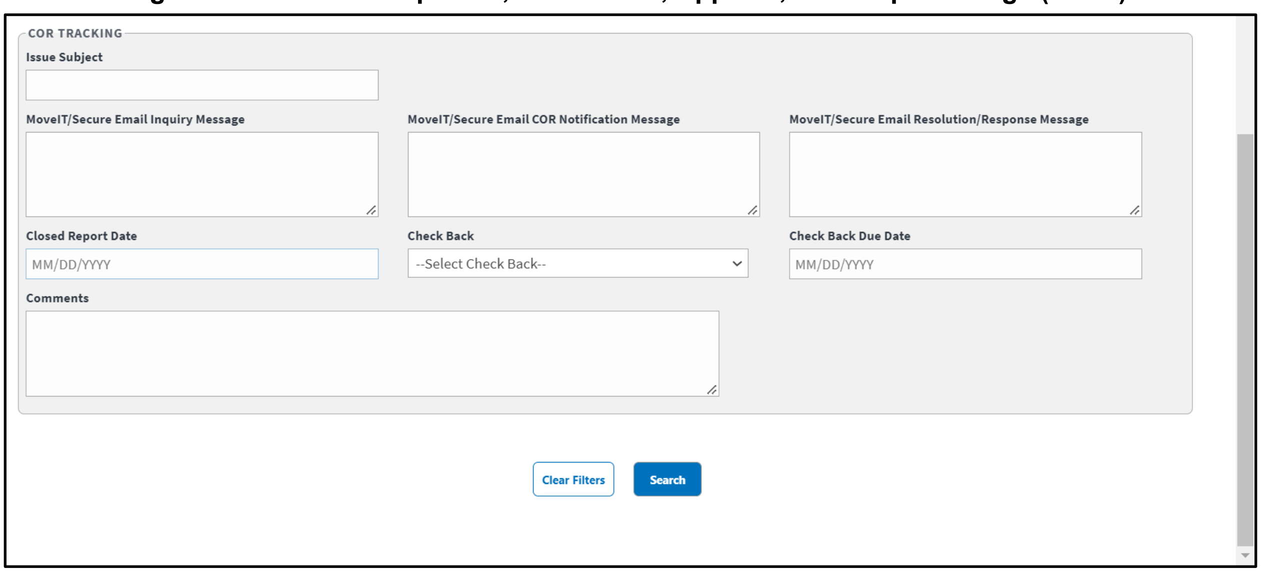


Figure 20: Search Complaints, Grievances, Appeals, and Disputes Page (2 of 2)

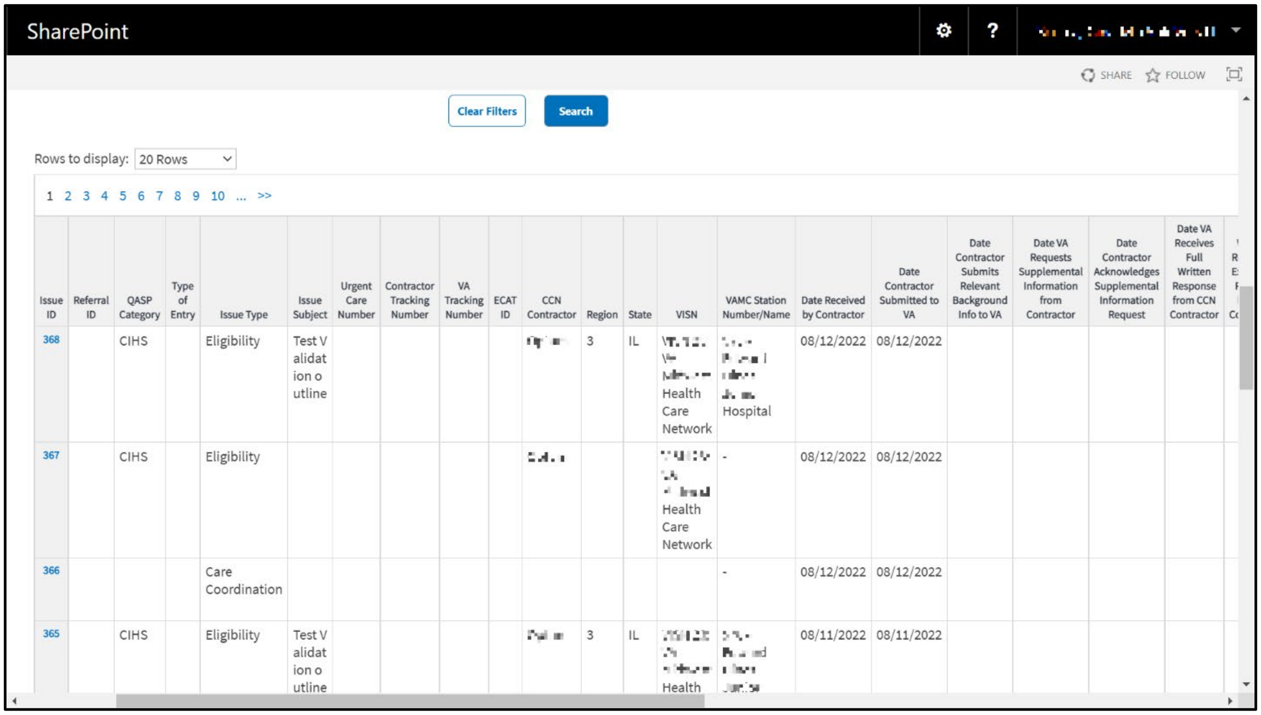


2. In the **Details**, **Demographics**, **Issue Timeline**, and **COR Tracking** sections, enter the information into the fields you would like to search by.

3. Select **Search**. The **Complaints, Grievances, Appeals, and Disputes Search Results** display.

NOTE:	*To clear the fields and start your search over, select **Clear Filters**.*

Figure 21: Complaints, Grievances, Appeals, and Disputes Search Results

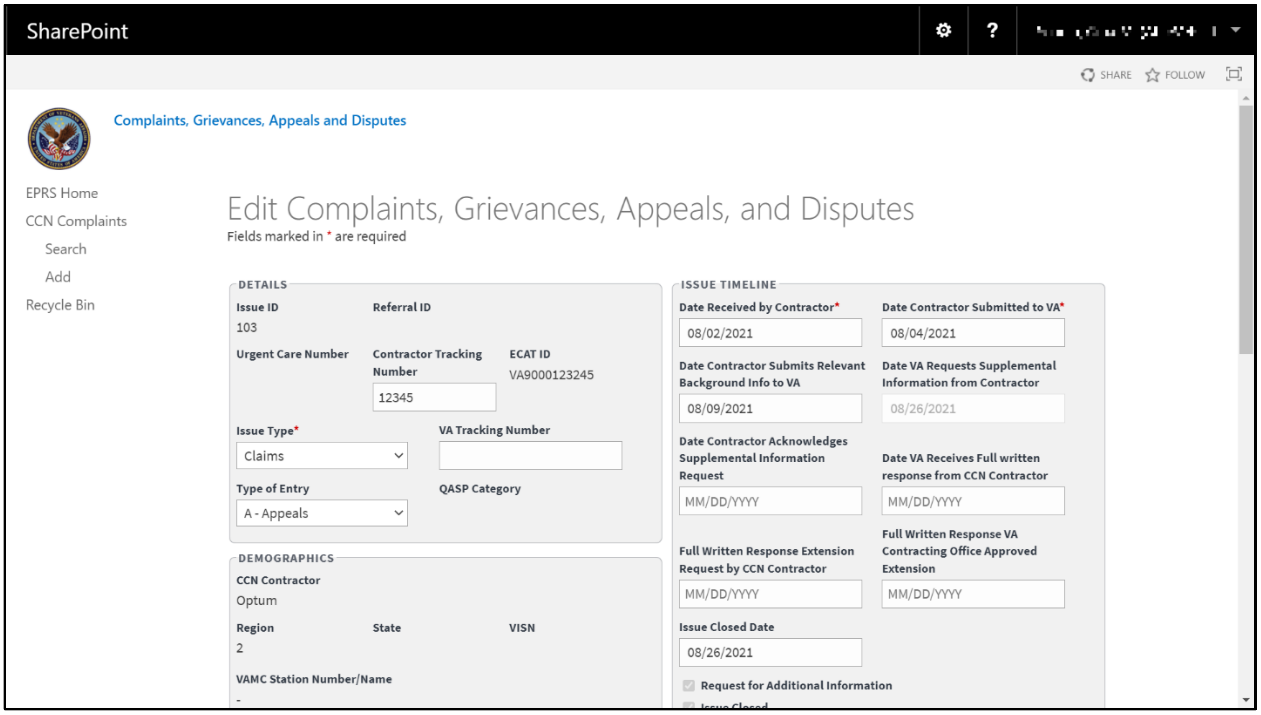


4.2.2.1. Edit Complaints, Grievances, Appeals, and Disputes Workflow

Once a search is initiated and displayed from the Complaints, Grievances, Appeals, and Disputes section, you can select the Complaints, Grievances, Appeals, or Disputes to edit the fields. Follow the steps listed below to edit the inquiry:

1. From the **Complaints** search results, select the ID for the Complaint or Grievance you would like to edit. The selected **Edit Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 22: Edit Complaints, Grievances, Appeals, and Disputes Page

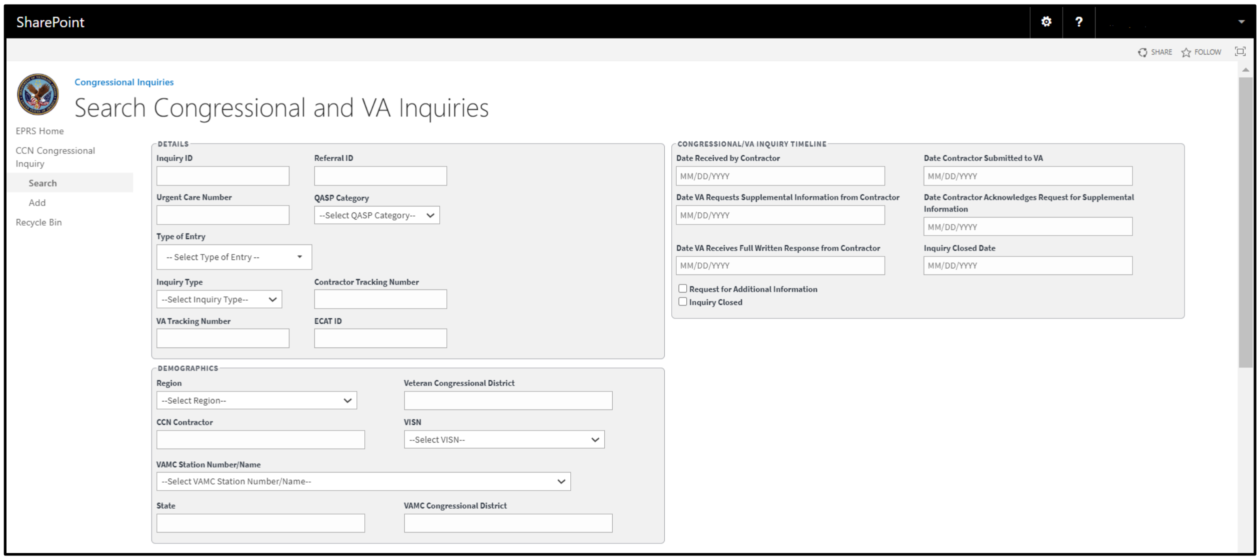


2. Edit the fields as needed.
3. Select **Save**. The **Update was Successful** confirmation message displays.

4.3. CCN Congressional Inquiry

This section allows the CORS to create, update, and administer Congressional and VA Inquires.

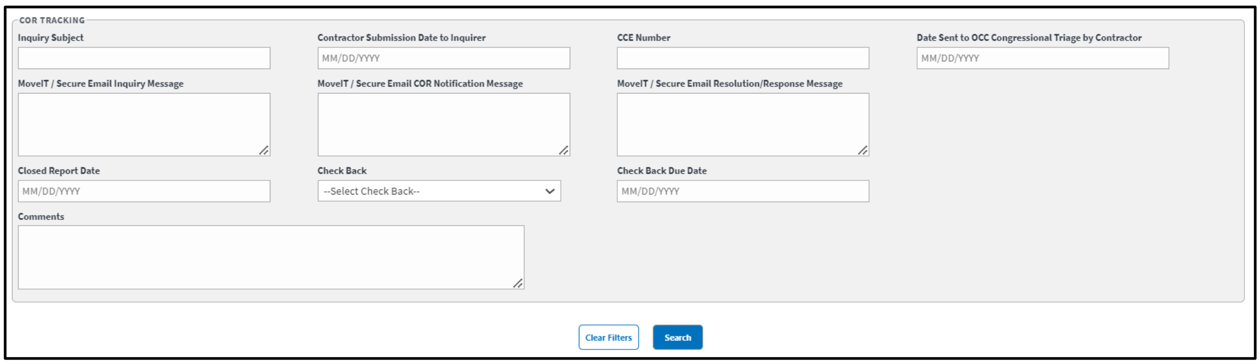
Figure 21: Congressional and VA Inquiries Search Fields (1 of 2)



- **Details Section**
    - **Inquiry ID**- Field to what the issue is.
    - **Referral Id**
    - **Urgent Care Number**
    - **QASP Category** – Quality Assurance Surveillance Plan the inquiry is related to.
    - **Type of Entry** – Select whether this entry was submitted through Congressionals, VA, or White House Hotline.
    - **Inquiry Type** – The category that this inquiry best fits into.
    - **Contractor Tracking Number**
    - **VA Tracking Number**
    - **ECAT ID**
- **Demographics Section**
    - **Region** - Region that this inquiry originated from.
    - **Veteran Congressional District** - Congressional District that the VA in the inquiry is located in.
    - **CCN Contractor**
    - **VISN**
    - **VAMC Station Number/Name**
    - **State**
    - **VAMC Congressional District**
- **Congressional/VA Inquiry Timeline Section**
    - **Date Received by Contractor** you can find this in the original inquiry record.

- **Date Contractor Submitted to VA** - you can find this in the original inquiry record.
- **Date VA Request Supplemental Information from Contractor**
- **Date Contractor Acknowledges Request for Supplemental Information**
- **Date VA Receives Full Written Response from Contractor**
- **Inquiry Closed Date**
    - **Request for Additional Information** - check this box if there is a request for more info.
    - **Inquiry Closed** check this box if the inquiry is closed/resolved.

Figure 23: Congressional and VA Inquiries Search Fields (2 of 2)



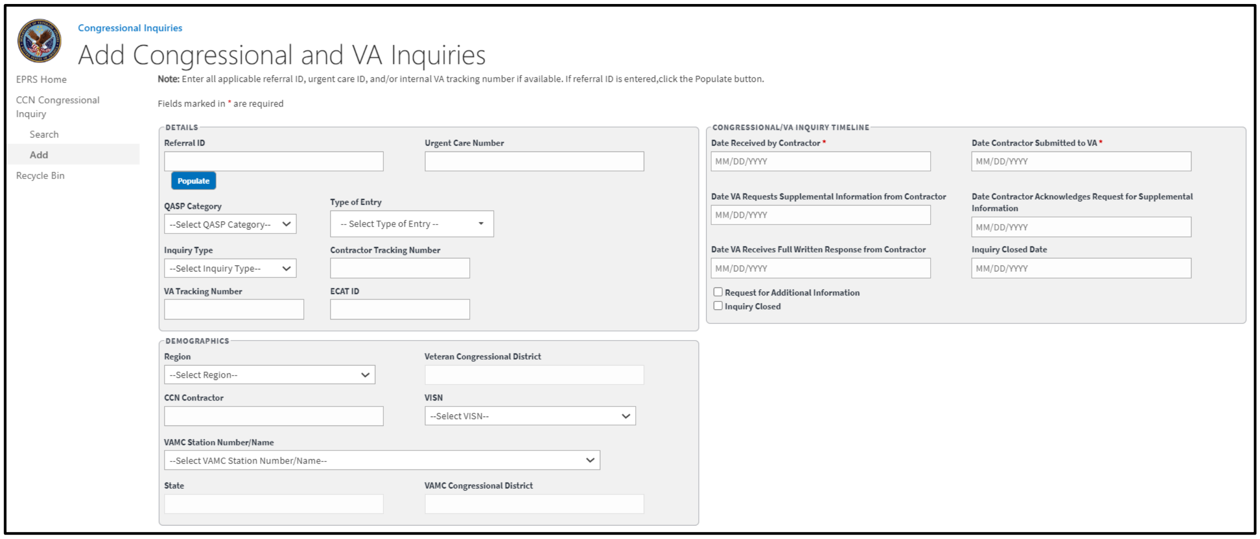
- **COR Tracking Section**
    - **Inquiry Subject**
    - **Contractor Submission Date to Inquirer**
    - **CCE Number**
    - **Date Sent to OCC Congressional Triage by Contractor**
    - **MoveIT/Secure Email Inquiry Message**
    - **MoveIT/Secure Email COR Notification Message**
    - **MoveIT/Secure Email Resolution/Response Message**
    - **Closed Report Date**
    - **Check Back**
    - **Check Back Due Date**
    - **Comments**

4.3.1. Add New Congressional Inquiry Workflow

The steps to add a new Congressional or VA Inquiry into EPRS are noted below.

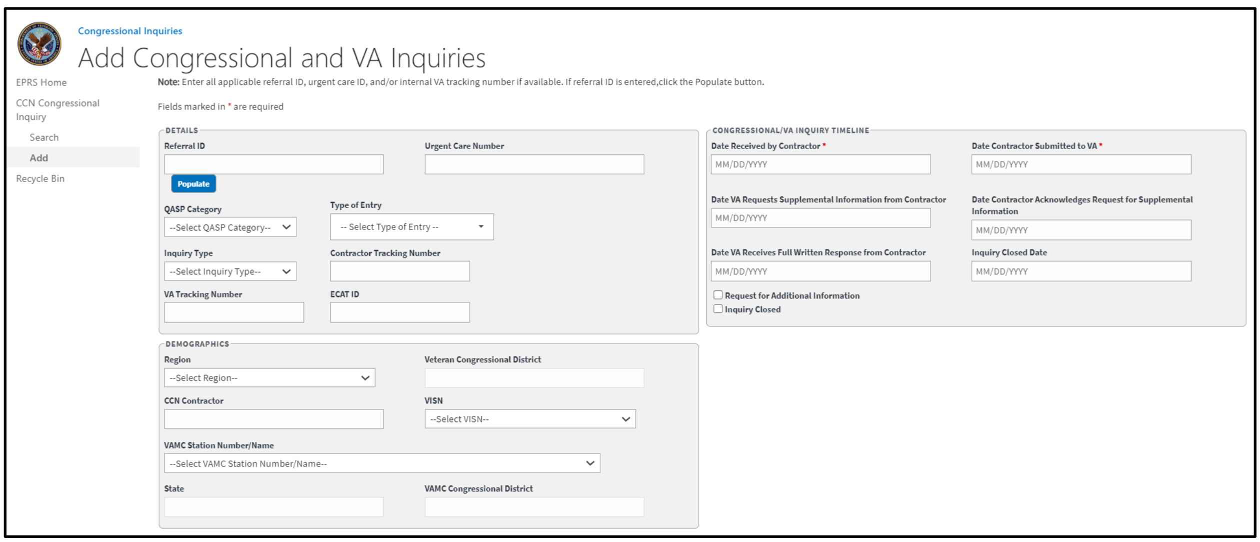
1. From the **Congressional Inquiries SharePoint** page, select **Add**. The **Add Congressional and VA Inquiries** page displays.

Figure 24: Add Congressional and VA Inquires



2. In the **Demographics** section, enter the **Referral ID** in the field and then select **Populate**. The system will auto-populate the **QASP Category** within the **Details** section and **Region**, **CCN Contractor**, **VISN**, **VAMC Station Number/Name**, **State**, and **VAMC Congressional District** fields within the **Demographics** section. If there is no Referral ID, these fields can be manually entered.

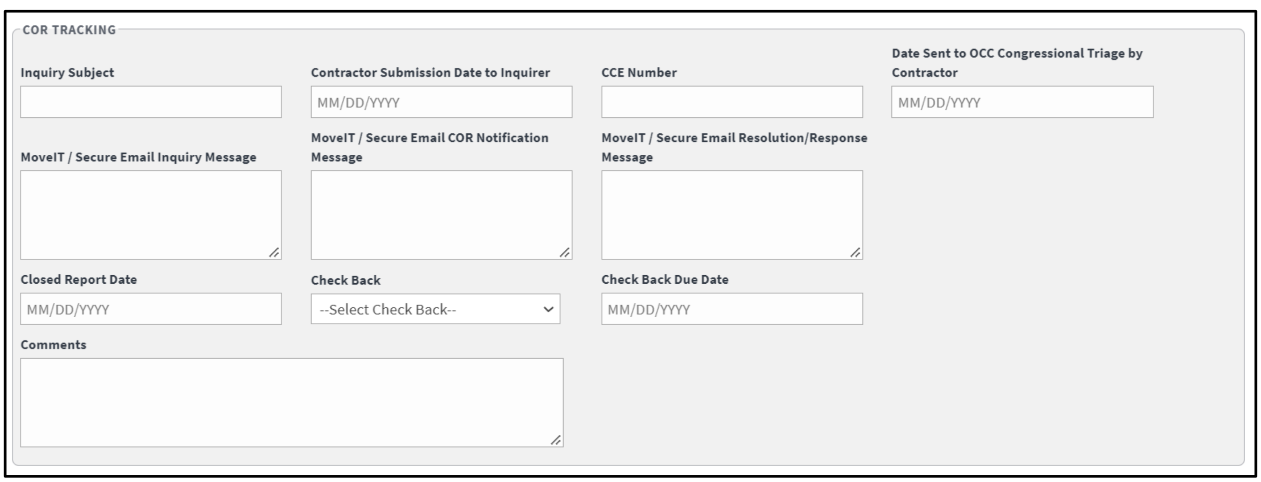
Figure 25: Add Congressional Inquiry - CCN Network Congressionals Auto Populated Fields



3. In the **Details** section, enter the **Contractor Tracking Number** in the field provided.
4. In the **Urgent Care Number** field, enter the urgent care number.
5. From the **QASP Category** drop-down menu, select the QASP category.
6. From the **Type of Entry** drop-down menu, select C-Congressional Inquiry, V-VA Inquiry, or W-White House Inquiry.
7. From the **Inquiry Type** drop-down menu, select the type of inquiry.
8. In the **Contractor Tracking Number** field, enter the tracking number.

9. In the **VA Tracking Number** field, enter the tracking number.
10. In the **ECAT ID** field, enter the Emergency Care Authorization Tool ID.
11. In the **Demographics** section, select the **Region** from the drop-down menu.
12. In the **Veteran Congressional District** field, enter the congressional district number.
13. In the **CCN Contractor** field, enter the CCN.
14. From the **VISN** drop-down menu, select the Veterans Integrated Service Network.
15. In the **State** field, enter the state for the inquiry.
16. In the **VAMC Congressional District** field, enter the district information.
17. In the **Congressional/VA Inquiry Timeline** section, enter the date in the **Date Received by Contractor** field or select a date using the pop-up calendar. (*This is a required field.)*
18. In the **Date Contractor Submitted to VA** field, enter the date or select a date using the pop-up calendar.
19. In the **Date VA Requests Supplemental Information from Contractor** field, enter the date or select a date using the pop-up calendar.
20. In the **Date Contractor Acknowledges Request for Supplemental Information** field, enter the date or select a date using the pop-up calendar.
21. In the **Date VA Receives Full Written Response from Contractor** field, enter the date or select a date using the pop-up calendar.
22. In the **Inquiry Closed Date** field, enter the date or select a date using the pop-up calendar.
23. Select the **Request for Additional Information** check box to request additional information.
24. Select the **Inquiry Closed** check box if the inquiry is closed.
25. In the **COR Tracking** section, enter the subject for the issue in the **Inquiry Subject** field.

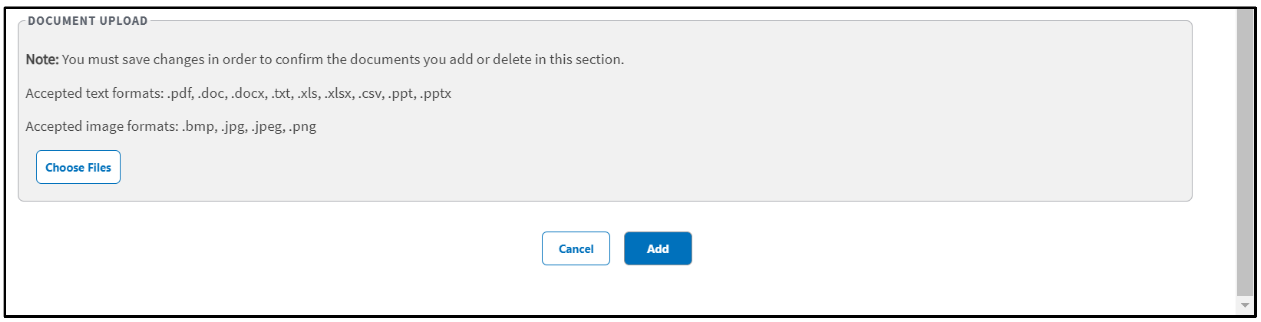
Figure 26: COR Tracking Section



26. In the **Contractor Submission Date to Inquirer** field, enter or select the date.
27. In the **CCE Number** field, enter the CCE number.

28. In the Date Sent to OCC Congressional Triage by Contractor field, enter or select the date.
29. In the **MoveIT/Secure Email Inquiry Message** field, enter information pertaining to the inquiry.
30. In the **MoveIT/Secure Email COR Notification Message** field, enter information pertaining to the COR notification.
31. In the **MoveIT/Secure Email Resolution/Response Message** field, enter information pertaining to the resolution/response.
32. In the **Closed Report Date** field, enter or select the date the report was closed.
33. From the Check Back drop-down menu, select For Closing, For Sending in Closed Report, or No Action Required.
34. In the **Check Back Due Date** field, enter or select the date.
35. In the **Comments** field, enter any comments pertaining to the issue.
36. In the **Document Upload** section, upload files that pertain to the Inquiry. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

Figure 27: Document Upload Section



NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

37. Select **Add**. A message displays at the top of the page stating that it was successfully added. After the inquiry is successfully saved, the form will clear.

4.3.2. Search for Congressional Inquiries Workflow

To search Congressional or VA Inquiries, follow the steps listed below:

1. From **the Congressional Inquiries SharePoint** page, select **Search**. The **Search Congressional and VA Inquiries** page displays.

Figure 28: Search Congressional and VA Inquiries (1 of 2)

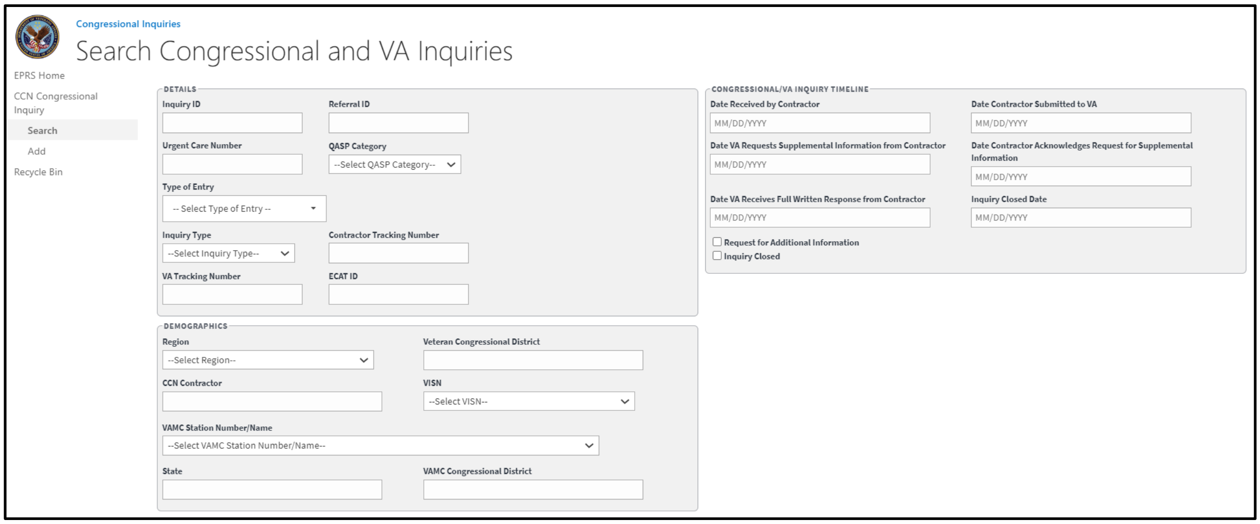
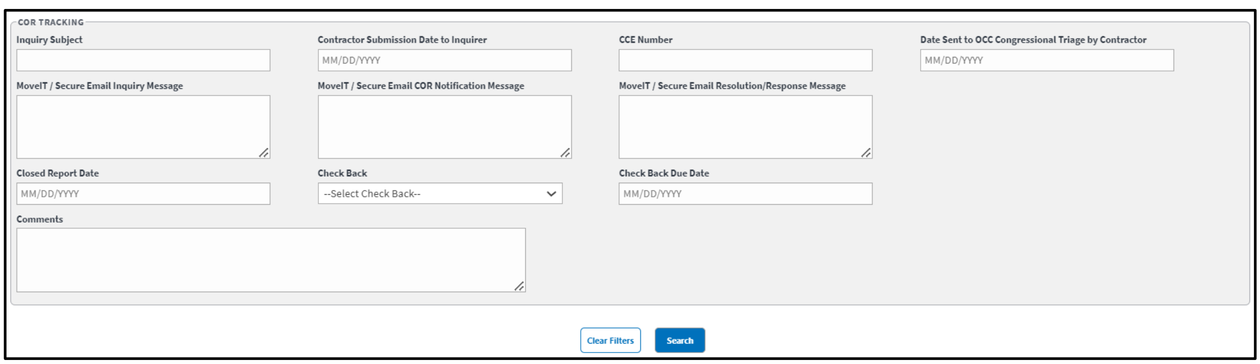


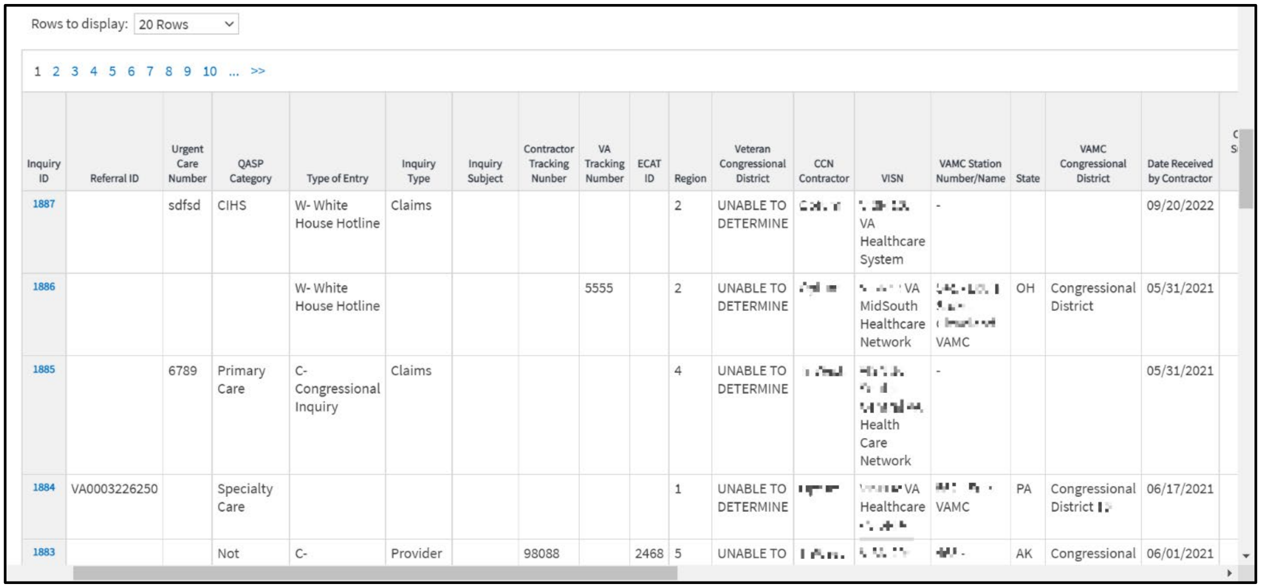
Figure 29: Search Congressional and VA Inquiries (2 of 2)



2. In the **Details**, **Demographics**, **Congressional VA Inquiry Timeline**, and **COR Tracking** sections, enter the information into the fields you would like to search by.
3. Select **Search**. The **Congressional and VA Inquiries Search Results** display.

NOTE: *To clear the fields and start your search over, select **Clear Filters**.*

Figure 30: Congressional and VA Inquiries Search Results



Rows to display: 20 Rows

1 2 3 4 5 6 7 8 9 10 ... >>

Inquiry ID	Referral ID	Urgent Care Number	QASP Category	Type of Entry	Inquiry Type	Inquiry Subject	Contractor Tracking Number	VA Tracking Number	ECAT ID	Region	Veteran Congressional District	CCN Contractor	VISN	VAMC Station Number/Name	State	VAMC Congressional District	Date Received by Contractor
1887		sdfsd	CIHS	W- White House Hotline	Claims					2	UNABLE TO DETERMINE	[illegible]	[illegible] VA Healthcare System	-			09/20/2022
1886				W- White House Hotline				5555		2	UNABLE TO DETERMINE	[illegible]	[illegible] VA MidSouth Healthcare Network	[illegible] VAMC	OH	Congressional District	05/31/2021
1885		6789	Primary Care	C- Congressional Inquiry	Claims					4	UNABLE TO DETERMINE	[illegible]	[illegible] Health Care Network	-			05/31/2021
1884	VA0003226250		Specialty Care							1	UNABLE TO DETERMINE	[illegible]	[illegible] VA Healthcare [illegible]	[illegible] VAMC	PA	Congressional District [illegible]	06/17/2021
1883			Not	C-	Provider		98088		2468	5	UNABLE TO	[illegible]	[illegible]	[illegible]	AK	Congressional	06/01/2021

4.3.2.1. Edit Congressional Inquiry Workflow

Once a search is initiated and displayed from the Congressional section, you can select the inquiry to edit the fields. Follow the steps listed below to edit the inquiry:

1. From the **Congressional and VA Inquiries** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit Congressional and VA Inquiries** window.

Figure 31: Edit Congressional and VA Inquiries (1 of 2)

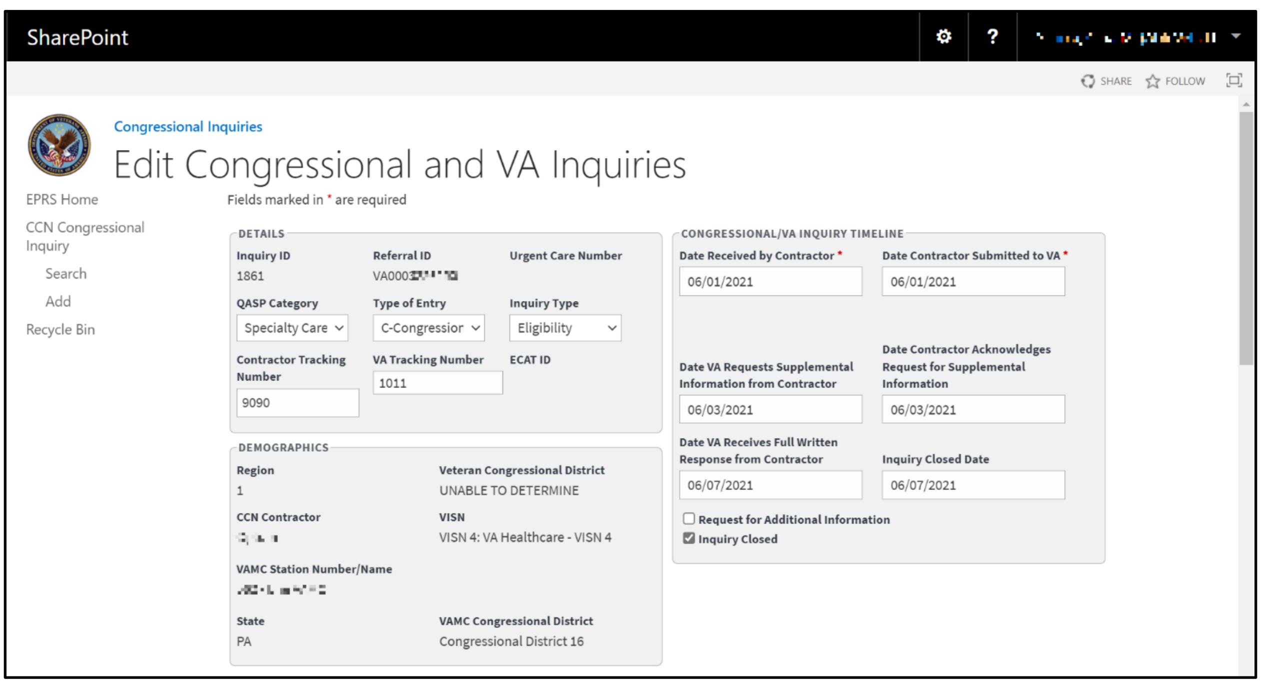
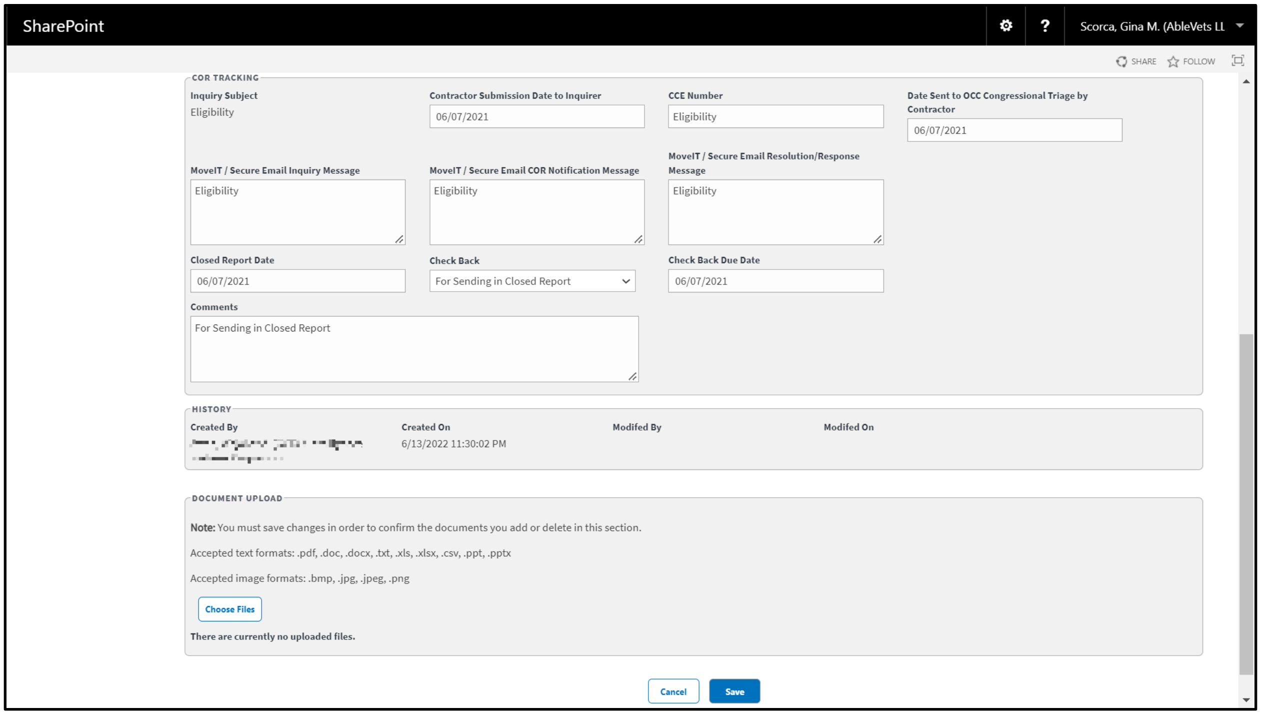


Figure 32: Edit Congressional and VA Inquiries (2 of 2)

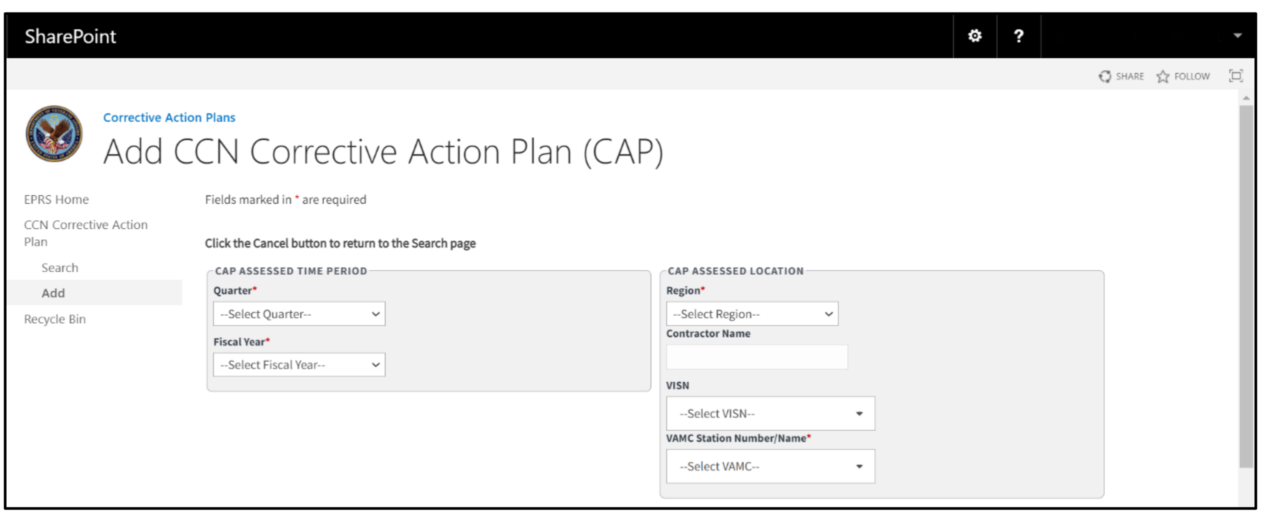


2. Edit the fields as needed.
3. Select **Save**. The **Update was Successful** confirmation message displays.

4.4. CCN Corrective Action Plans (CAP)

This functionality enables the COR to input and administer Corrective Action Plans (CAPs) for CCN Contractor Regions and their VA Medical Centers (VAMCs). Each quarter that a facility is included on a CAP counts against the Network Adequacy score for that facility as well as the aggregate score for its CCN Contractor Region. This UI enables the COR to input, track, and administer CAPs across a range of performance areas.

Figure 33: Add CCN Corrective Action Plan (CAP) Page (1 of 2)



The fields and menus found within the CAP Add, Search, and Edit pages are defined below:

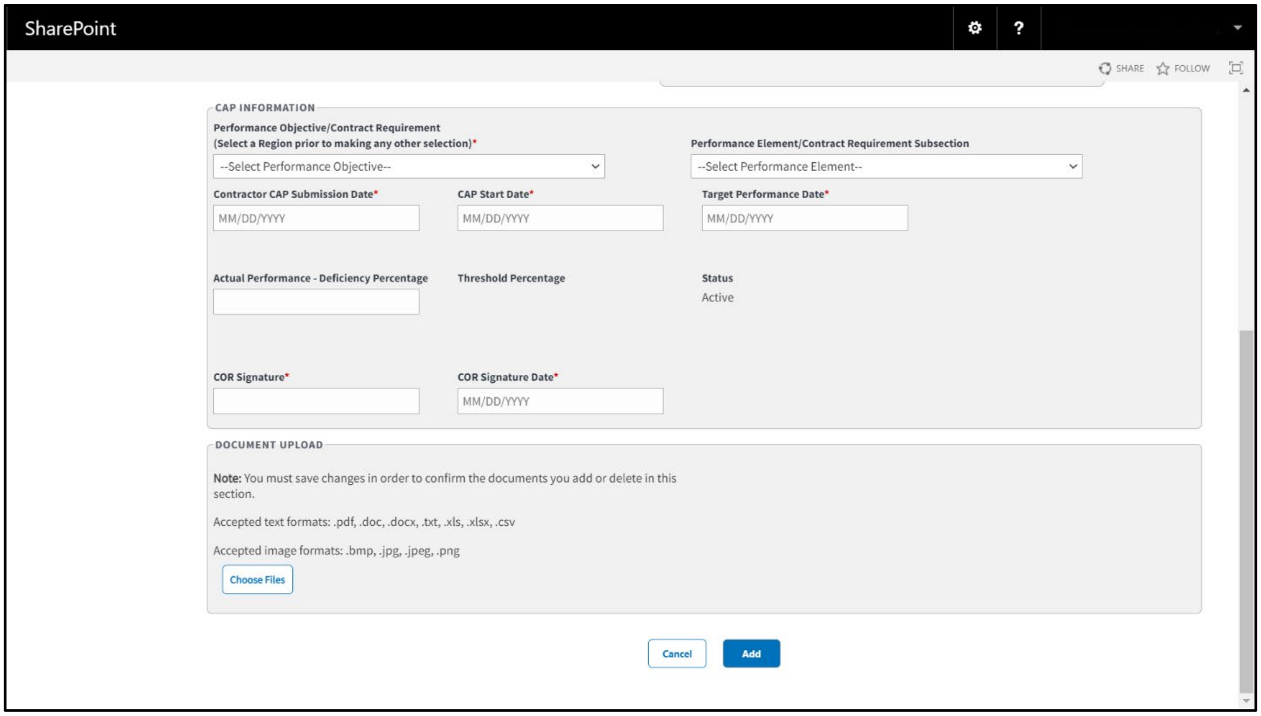
CAP Assessed Time Period section:

- **Quarter** – Drop-down menu that allows the user to select the quarter. This is a required field.
    - **First (Oct. – Dec.)**
    - **Second (Jan. – Mar.)**
    - **Third (Apr. – Jun.)**
    - **Fourth (Jul. – Sep.)**
- **Fiscal Year** - Drop-down menu that allows the user to select the year. This is a required field.

CAP Assessed Location section:

- **Region -** Select the region that the Contractor and VAMC(s) listed in the CAP is located in. Selecting a region will auto populate the contractor name. It will also filter the VISN and VAMC to those assigned to the region.
    - **1**
    - **2**
    - **3**
    - **4**
    - **5**
- **Contractor Name –** will auto populate after the Region value is selected. Optum or TriWest.
- **VISN -** the Veterans Integrated Services Networks that the CAP applies to.
- **VAMC Station Number/Name -** VA Medical Center Station the CAP applies to.

Figure 34: Add CCN Corrective Action Plan (CAP) Page (2 of 2)



CAP Information section:

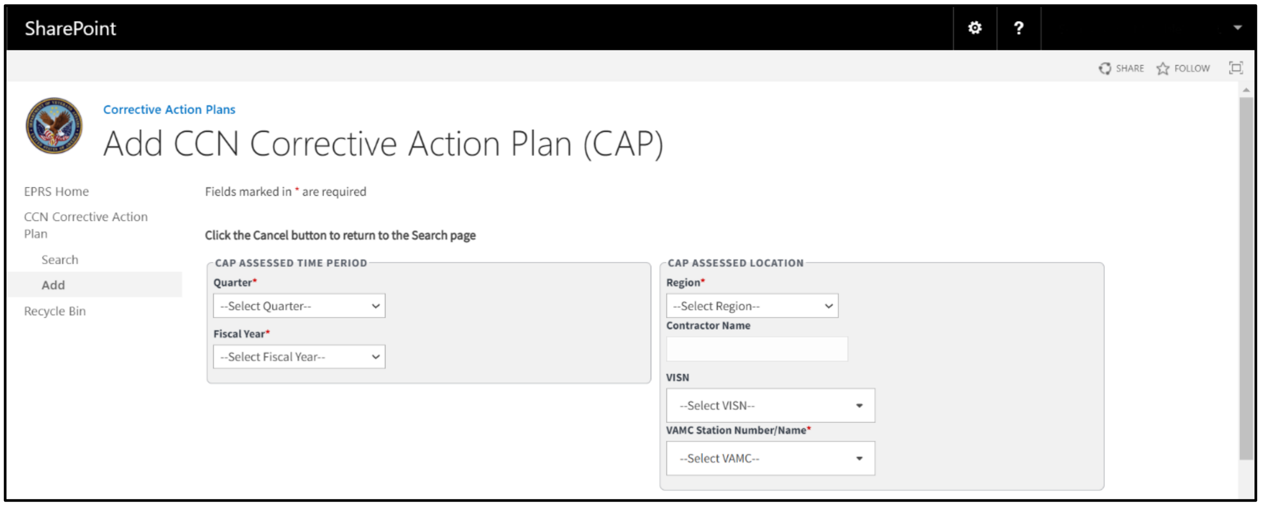
- **Performance Objective/Contract Requirement -** This will be populated by options that is available to the Region you select earlier. Performance Objectives are requirements that the contractor must meet in order to stay compliant with the contractor between them and the VA.
- **Performance Element/Contract Requirement Subsection**
- **Contractor CAP Submission Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **CAP Start Date**
- **Target Performance Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Actual Performance – Deficiency Percentage**
- **Threshold Percentage -** This auto populates based on the percentage you record in the Actual Performance – Deficiency Percentage field. It can vary from Marginal to Good
- **Status**
- **COR Signature**
- **COR Signature Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Document Upload** – Allows you to upload files that include pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

4.4.1. Add CCN Corrective Action Plan (CAP) Workflow

To add/record CCN Corrective Action Plan (CAP) into EPRS, follow the steps listed below:

1. From the **EPRS SharePoint** page, select **Add under CCN Corrective Action Plan**. The **Add CCN Corrective Action Plan (CAP)** page displays.

Figure 35: Add Corrective Action Plan (CAP) Page



NOTE: *Fields marked with an asterisk (*) are required,*

2. In the **CAP Assessed Time Period** section, from the **Quarter** drop-down menu, select **First (Oct.-Dec.)**, **Second (Jan.-Mar.)**, **Third (Apr.-Jun.)**, or **Fourth (Jul.-Sep.)**. (*This is a required field.)*
3. From the **Fiscal Year** drop-down menu, select the year. (*This is a required field.)*
4. In the **CAP Assessed Location** section, from the **Region** drop-down menu, select the region for the CAP. (*This is a required field.)*
5. The **Contractor Name** field is auto populated based on the Region selection made.
6. From the **VISN** field, select the VISN from the list of options. Hold down the Ctrl key to select multiple values.
7. From the **VAMC Station Number/Name** list of options, select the station number/name for the CAP. Hold down the Ctrl key to select multiple values. (*This is a required field.)*
8. In the **CAP Information** section, from the **Performance Objective/Contract Requirement** drop-down menu, select the objective for the CAP. You must select a Region prior to making a selection. (*This is a required field.)*
9. From the **Performance Element/Contract Requirement Subsection** drop-down menu, select the requirement.
10. In the **Contractor CAP Submission Date** field, enter/select the date. (*This is a required field.)*
11. In the **CAP Start Date** field, enter the start date. (*This is a required field.)*
12. In the **Target Performance Date** field, enter the target date. (*This is a required field.)*
13. In the **Actual Performance – Deficiency Percentage** field, enter the percentage.

14. The **Threshold Percentage** field is auto populated based on the Actual Performance – Deficiency Percentage selection made.
15. The **Status** field is auto populated with a status of **Active** when a new CAP record is added.
16. In the **COR Signature** field, the COR will enter their signature. (*This is a required field.)*
17. The **COR Signature Date** field is auto populated once a value is entered and saved in the COR Signature field. (*This is a required field.)*
18. In the **Document Upload** section, upload files that pertain to the CAP. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

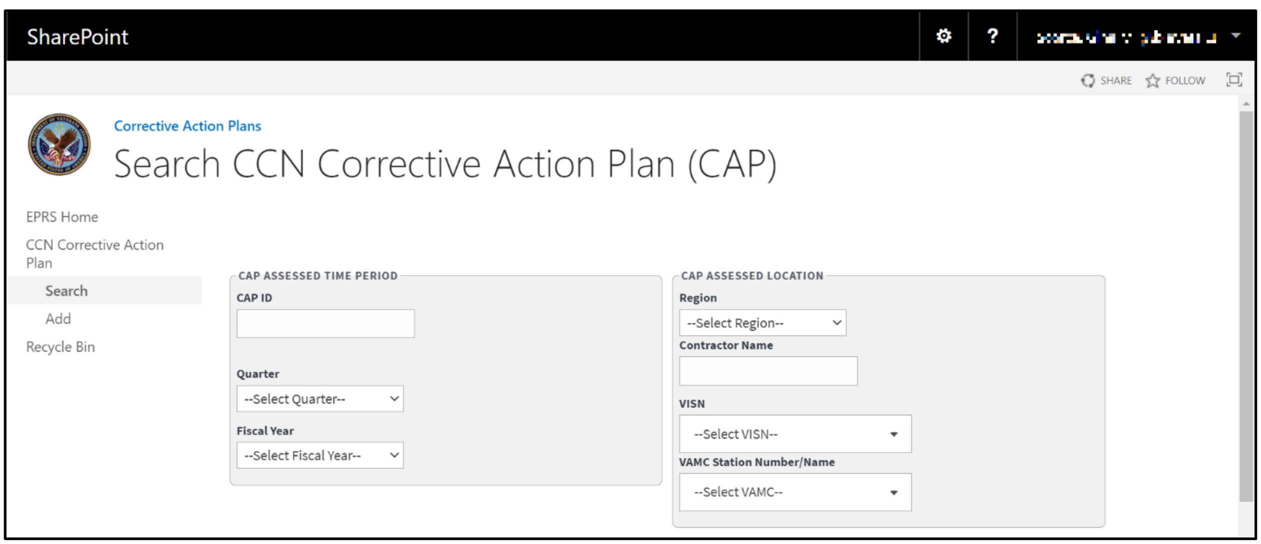
19. Select **Add**. A message displays at the top of the page stating that it was successfully added.

4.4.2. Search CCN Corrective Action Plan (CAP) Workflow

To search CCN Corrective Action Plans, follow the steps listed below:

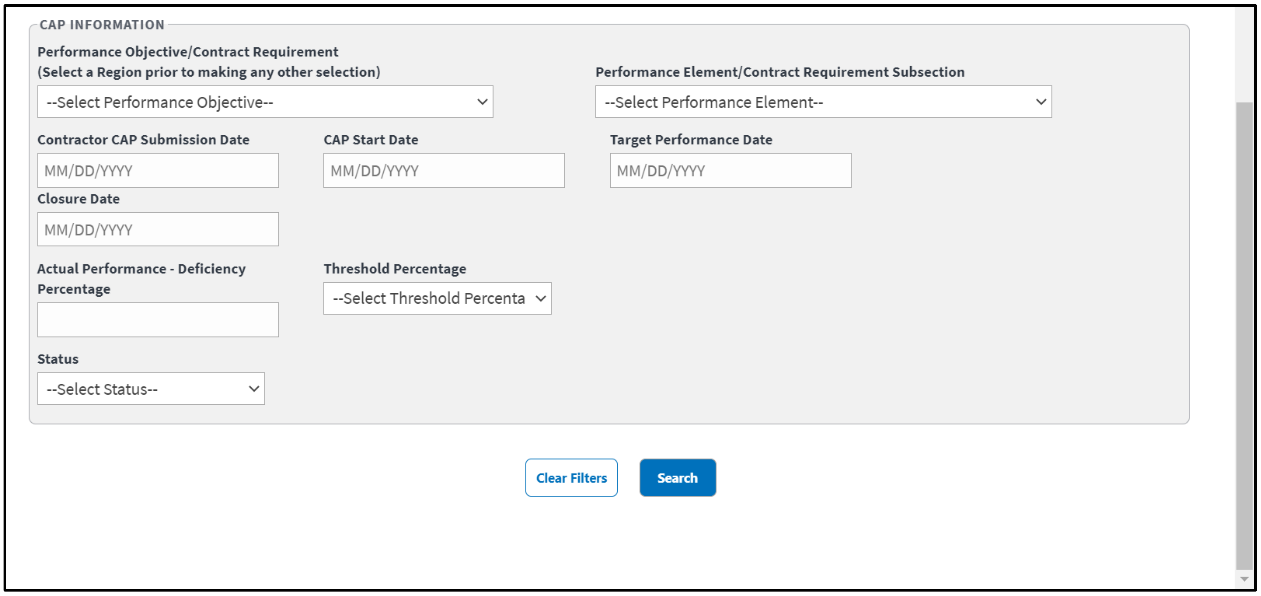
1. From the **CCN Corrective Action Plan SharePoint** page, select **Search**. The **Search Waiver** page displays.

Figure 36: Search Corrective Action Plan Page (1 of 2)



2. In the **CAP Assessed Time Period** section, enter the information into the fields you would like to search by.
3. In the **CAP Assessed Location** section, enter the information into the fields you would like to search by.

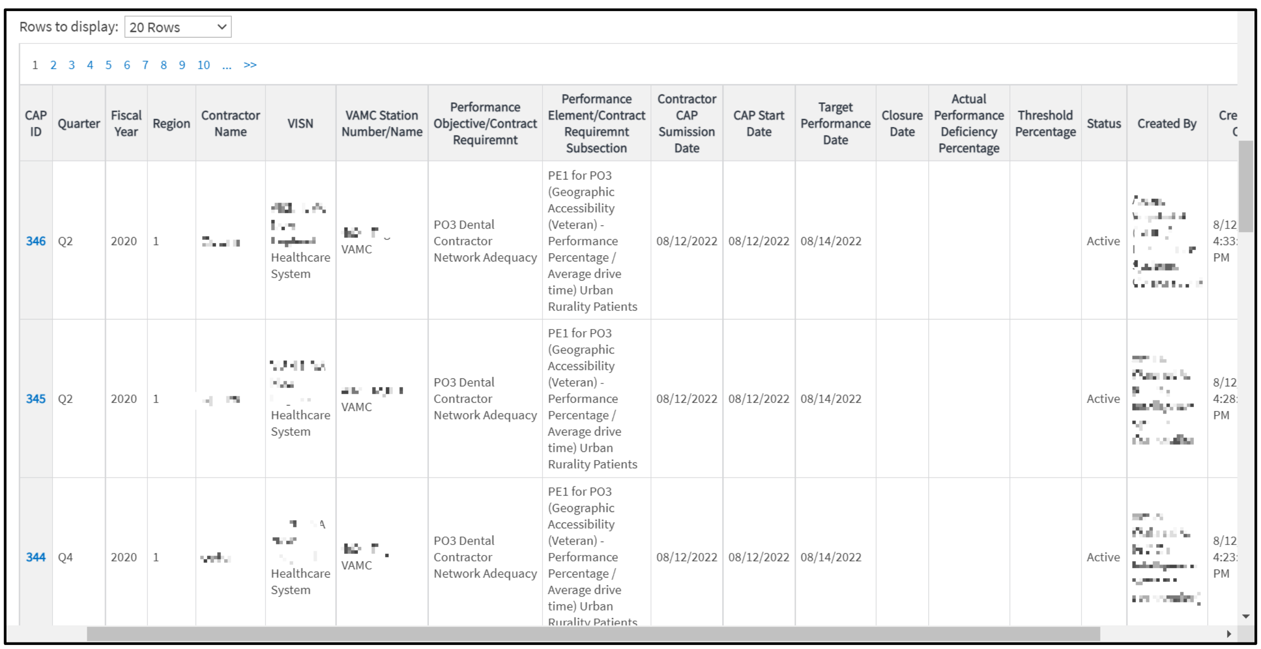
Figure 37: Search Corrective Action Plan (2 of 2)



4. In the **CAP Information** section, enter the information into the fields you would like to search by.
5. Select **Search**. The **CCN Corrective Action Plan** search results display at the bottom of the window.

NOTE: *To clear the fields and start your search over, select **Clear Filters**.*

Figure 38: Corrective Action Plan Search Results



CAP ID	Quarter	Fiscal Year	Region	Contractor Name	VISN	VAMC Station Number/Name	Performance Objective/Contract Requirement	Performance Element/Contract Requirement Subsection	Contractor CAP Sumission Date	CAP Start Date	Target Performance Date	Closure Date	Actual Performance Deficiency Percentage	Threshold Percentage	Status	Created By	Cre
346	Q2	2020	1	[illegible]	[illegible] Healthcare System	[illegible] VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	[illegible]	8/12 4:33 PM
345	Q2	2020	1	[illegible]	[illegible] Healthcare System	[illegible] VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	[illegible]	8/12 4:28 PM
344	Q4	2020	1	[illegible]	[illegible] Healthcare System	[illegible] VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	[illegible]	8/12 4:23 PM

4.4.2.1. Edit CCN Corrective Action Plan (CAP) Workflow

Once a search is initiated and displayed from the CCN Corrective Action Plan section, you can select the Waiver to edit the fields. Follow the steps listed below to edit the inquiry:

1. From the **CCN Corrective Action Plan** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit CCN Corrective Action Plan** window.

Figure 39: Edit CCN Corrective Action Plan (1 of 2)

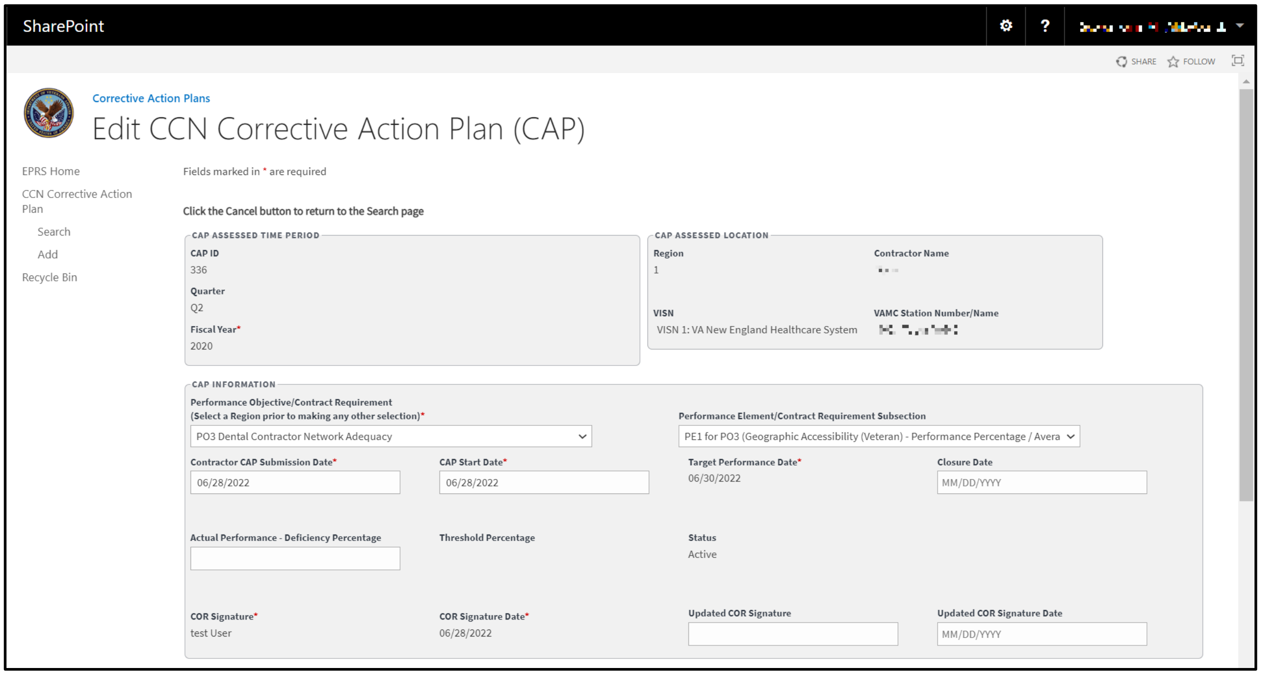
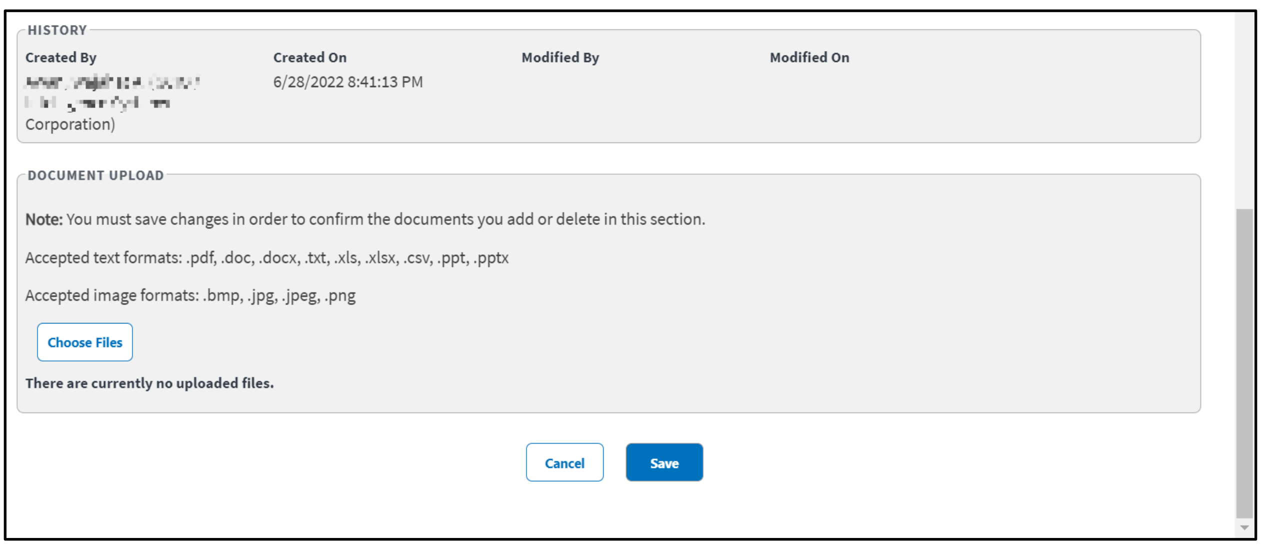


Figure 40: Edit CCN Corrective Action Plan (2 of 2)

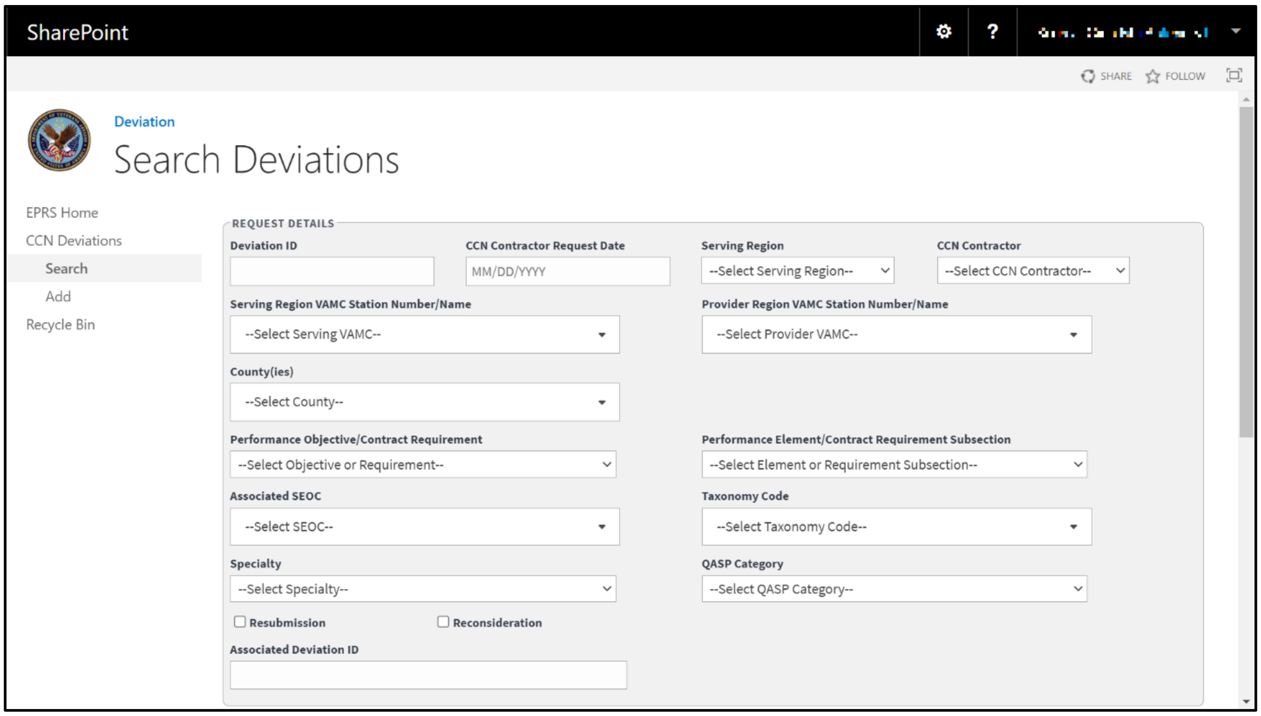


2. Edit the fields as needed.
3. Select **Save**. The **Update was Successful** confirmation message displays.

4.5. CCN Deviations

This functionality enables the COR to input and administer Deviations for a CCN Contractor Region. These Deviations are granted to exempt a Region's QASP scores and other contract requirement(s) from penalization for limitations beyond their scope of control. This User Interface (UI) screen enables the COR to input and administer these Deviations, which are finite in duration.

Figure 41: CCN Deviations (1 of 2)



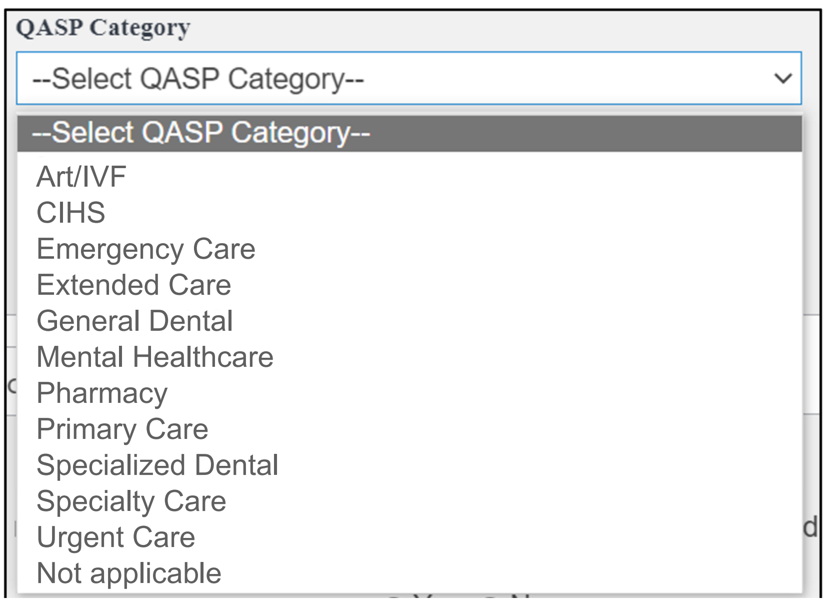
The fields and menus found within the CCN Deviations Search page are defined below:

- **Request Details Section**
  - **Deviation ID** - ID that is automatically created by EPRS after a Deviation is recorded.
  - **CCN Contractor Request Date** - Date on the Deviation request form.
  - **Region** - Region location for the Deviation. Selecting a Region will auto-populate the CCN Contractor field. It will also filter the VAMC and Performance Objective to those assigned to the region and contractor.
    - **1**
    - **2**
    - **3**
    - **4**
    - **5**
  - **CCN Contractor**
    - **Optum**

- **TriWest**

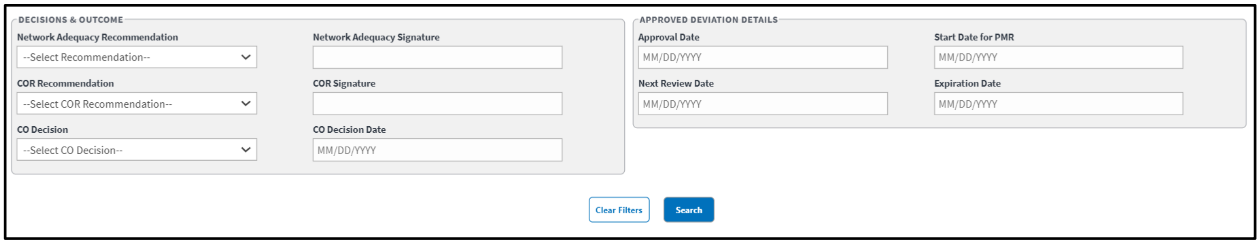
- **VAMC Station Number/Name** - VAMC the Deviation request applies to.
- **County(ies)** - County or counties that the deviation request applies to. This is often based on the VAMC selected.
- **Performance Objective /Contract Requirement** - The performance objectives that the contractors are obligated to achieve based on their contract.
- **Performance Element/Contract Requirement Subsection** - Subsection of performance objective/contract requirement.
- **Associated SEOC** - Standard Episodes of Care associated with the Deviation Request.
- **Taxonomy Code** - Taxonomy code associated with the Deviation Request that you are recording.
- **Specialty** - Specialty service associated with the Deviation Request.
- **QASP Category** – List of Quality Assurance Surveillance Plan categories.

Figure 42: QASP Category Menu Options



- **Resubmission** – Checkbox. When a COR sees a discrepancy or invalid data in a Deviation document sent from a Contractor, they will ask for corrections. A Resubmission document contains the corrected information from the Provider.
- **Reconsideration** – Checkbox. When a COR does not approve a Deviation, they will return it and notify the Contractor. The Contractor may send a document requesting a reconsideration with detailed information on why the initial document should be acceptable.
- **Associated Deviation ID** – ID for associated deviation.

Figure 43: CCN Deviations (2 of 2)



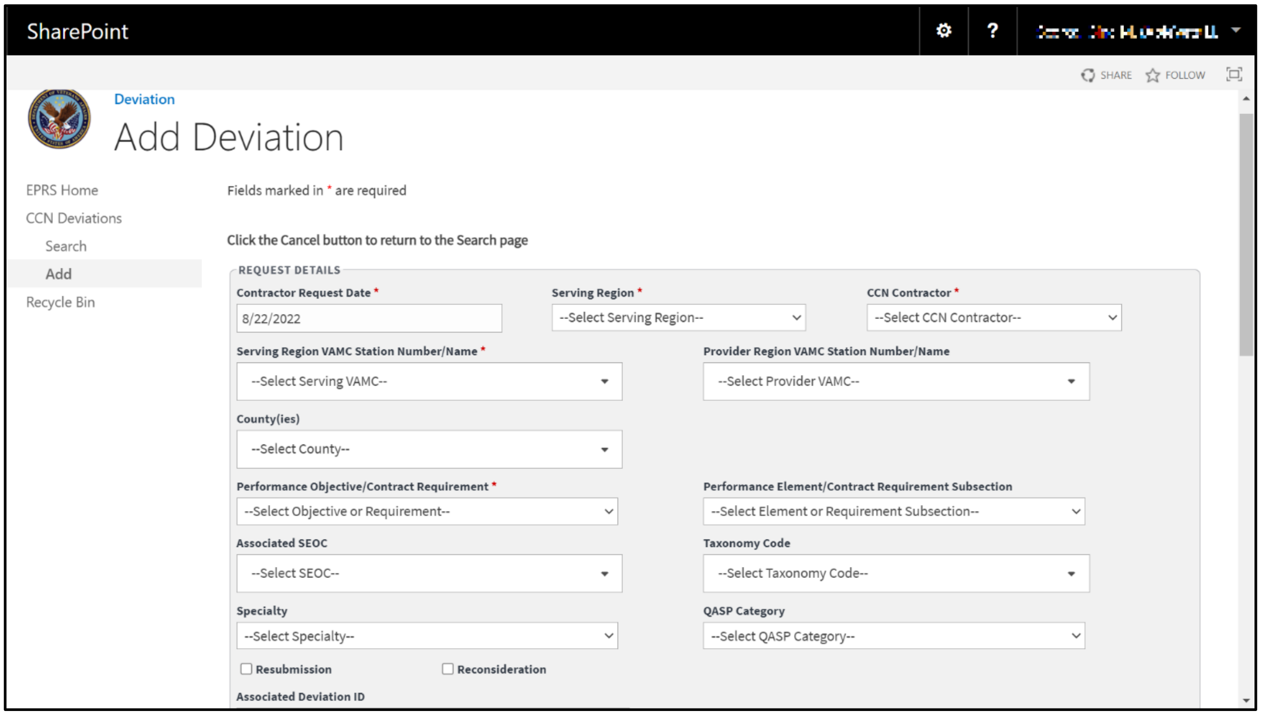
- **Decisions & Outcome Section**
    - **Network Adequacy Recommendation**
    - **Network Adequacy Signature**
    - **COR Recommendation**
    - **COR Signature**
    - **CO Decision**
    - **CO Decision Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Approved Deviation Details Section**
    - **Approval Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
    - **Start Date for PMR**
    - **Next Review Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
    - **Expiration Date** - Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.

4.5.1. Add Deviation Workflow

To add/record Network Adequacy Deviations into EPRS, follow the steps listed below:

1. From the **EPRS SharePoint** page, select **Add** under **CCN Deviations**. The **Add Deviation** page displays.

Figure 44: Add Deviations Page

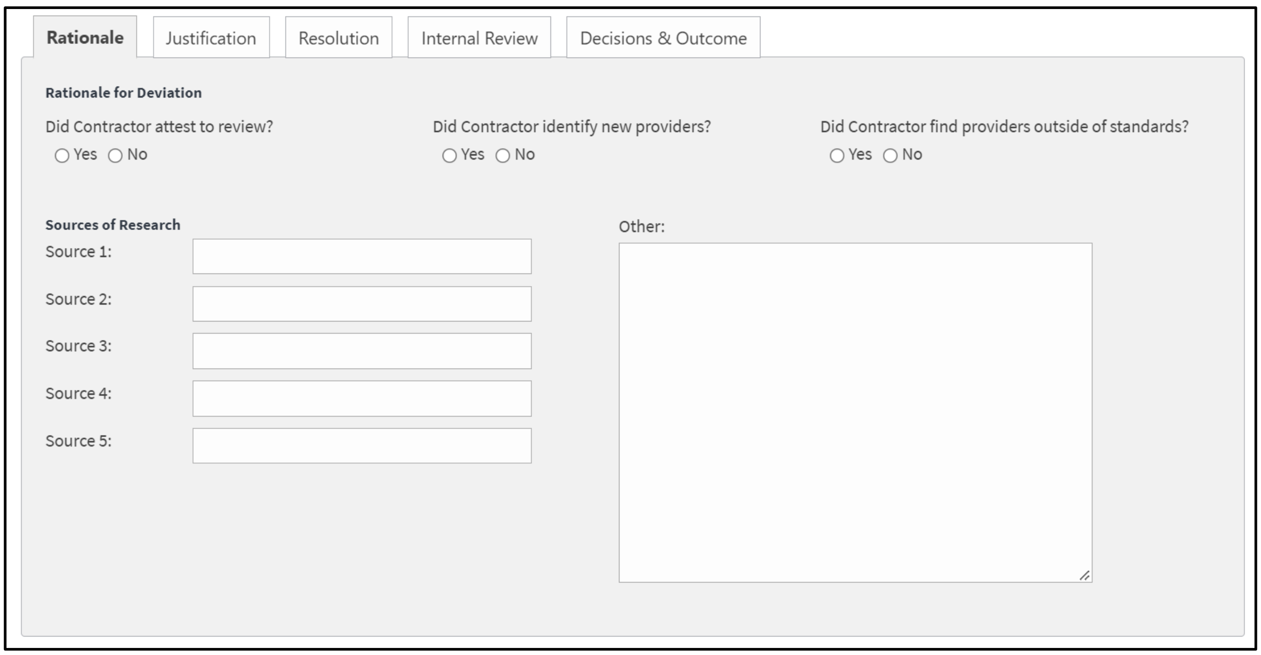


NOTE: *Fields marked with an asterisk (*) are required,*

2. In the **Request Details** section, enter the **CCN Contractor Request Date** found on the Deviation request form. (*This is a required field.)*
3. From the **Region** drop-down menu, select **Region 1**, **2**, **3**, **4**, or **5**. Selecting a Region will auto-populate the CCN Contractor field. It will also filter the VAMC and Performance Objective to those assigned to the region and contractor. (*This is a required field.)*
4. The **CCN Contractor** field is auto-populated from the Region selection. Verify that the selection of Optum or TriWest is correct. (*This is a required field.)*
5. From the **VAMC Station Number/Name** drop-down menu, select VAMC(s) the Deviation request applies to.
6. From the **County(ies)** drop-down menu, select the county or counties that the deviation request applies to. This is often based on the VAMC selected.
7. From the **Performance Objective /Contract Requirement** drop-down menu, select the performance objectives that the contractors are obligated to achieve based on their contract.
8. From the **Performance Element/Contract Requirement Subsection** drop-down menu, select the subsection of performance objective/contract requirement.

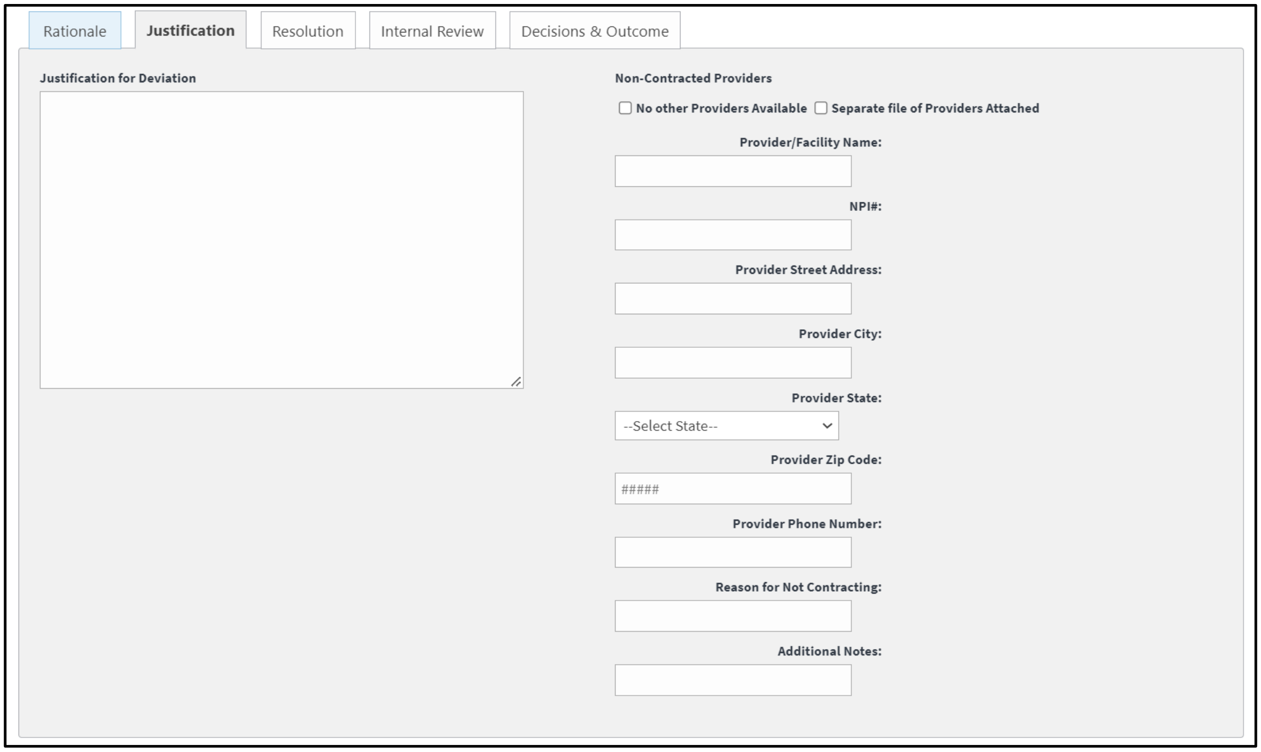
9. From the **Associated SEOC** drop-down menu, select the Standard Episodes of Care associated with the Deviation Request.
10. From the **Taxonomy Code** drop-down menu, select the Taxonomy code associated with the Deviation Request that you are recording.
11. From the **Specialty** drop-down menu, select the Specialty service associated with the Deviation Request.
12. From the **QASP Category** drop-down menu, select the Quality Assurance Surveillance Plan category associated with the Deviation Request.
13. Select the **Resubmission** checkbox to confirm that the Deviation Request needed to be resubmitted.
14. Select the **Reconsideration** checkbox to confirm a request for reconsideration.
15. In the **Associated Deviation ID** field, enter the ID for associated deviation.
16. Select the **Rationale** tab.

Figure 45: Rationale Tab



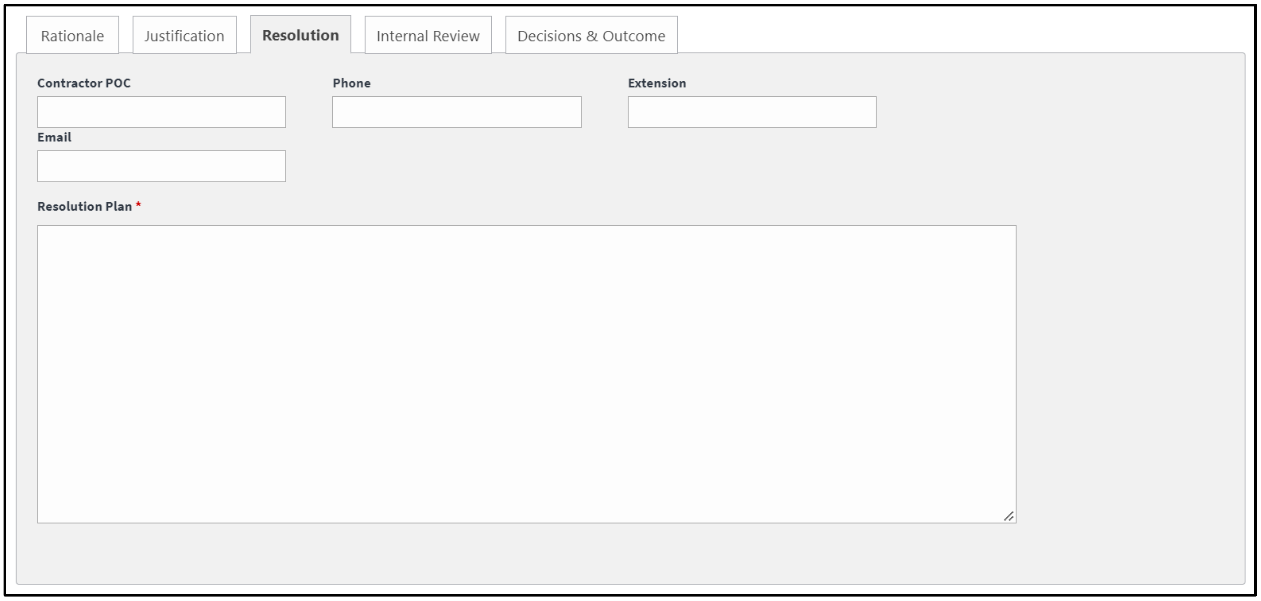
17. Select if the Contractor attested to review.
18. Select if the Contractor identified new providers.
19. Select if the Contractor found providers outside of the standards.
20. In the **Source of Research** fields, enter the sources used.
21. In the **Other** section, enter additional comments.
22. Select the **Justification** tab.

Figure 46: Justification Tab



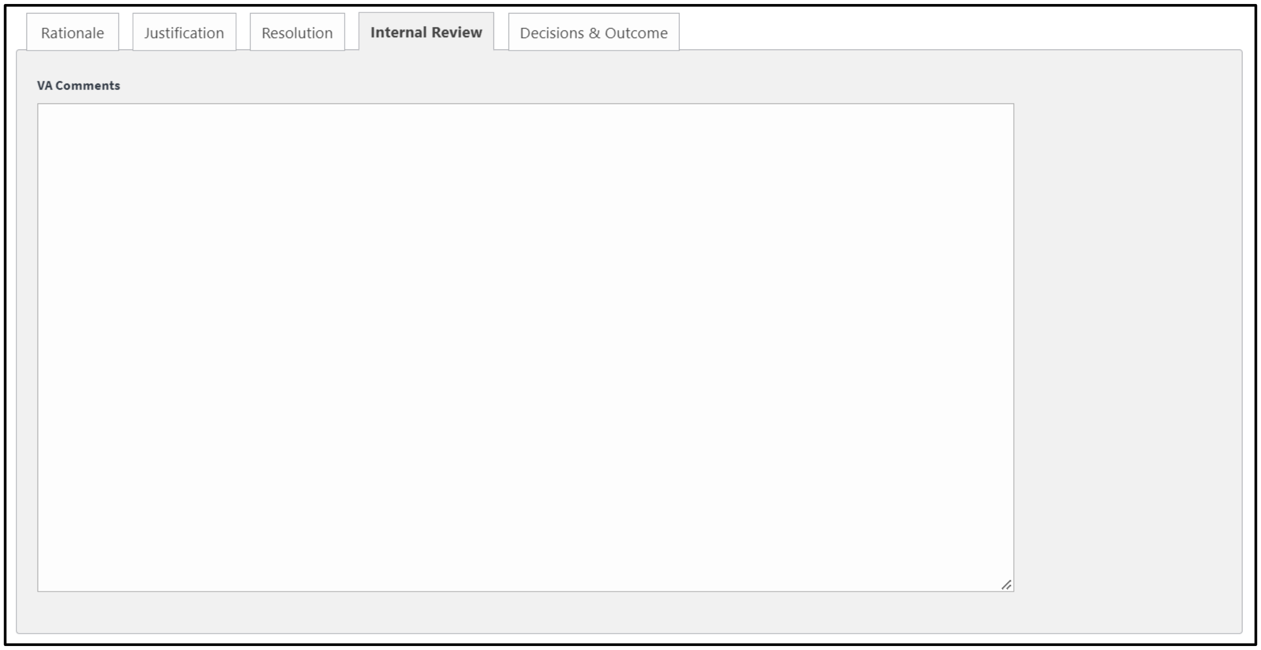
23. In the **Justification for Deviation** field, enter a detailed explanation.
24. Under the Non-Contracted Providers section, select if No other Providers Available or Separate file of Providers Attached.
25. In the **Provider/Facility Name** field enter the provider/facility name.
26. Enter the number in the **NPI#** field.
27. Enter the street address for the Provider.
28. Enter the city in the **Provider City** field.
29. From the **State** drop-down menu, select the state.
30. Enter the zip code in the **Provider Zip Code** field.
31. Enter the phone number for the Provider in the **Provider Phone Number** field.
32. In the **Reason for Not Contracting** field, enter a reason.
33. In the **Additional Notes** field, enter additional comments.
34. Select the **Resolution** tab.

Figure 47: Resolution Tab



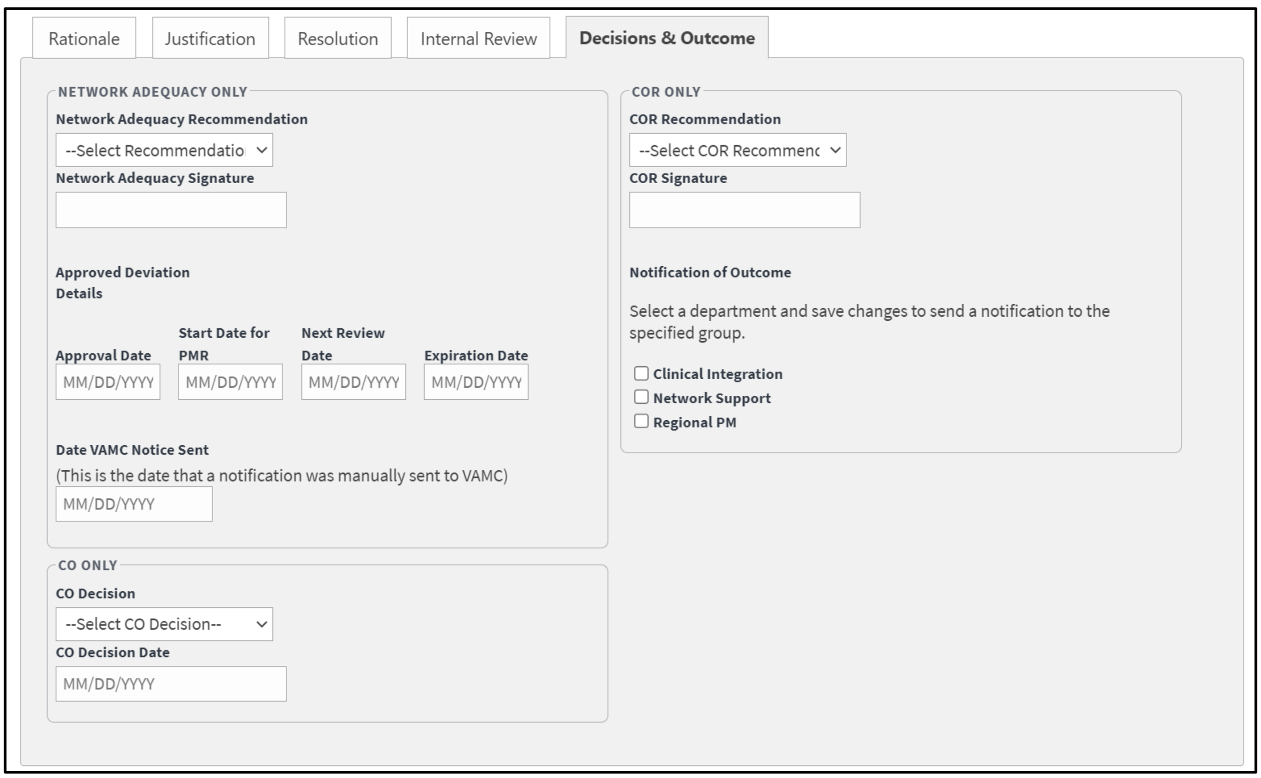
35. In the **Contractor POC** field, enter the name of the contractor point of contact. (*This is a required field.)*
36. In the **Phone** field, enter the phone number for the contractor point of contact. (*This is a required field.)*
37. In the **Extension** field, enter the phone extension for the contractor point of contact.
38. In the **Email** field, enter the email address for the contractor point of contact. (*This is a required field.)*
39. In the **Resolution Plan** field, enter a detailed resolution plan. (*This is a required field.)*
40. Select the **Internal Review** tab.

Figure 48: Internal Review Tab



41. Enter comments in the **VA Comments** field.
42. Select the Decisions & Outcome tab.

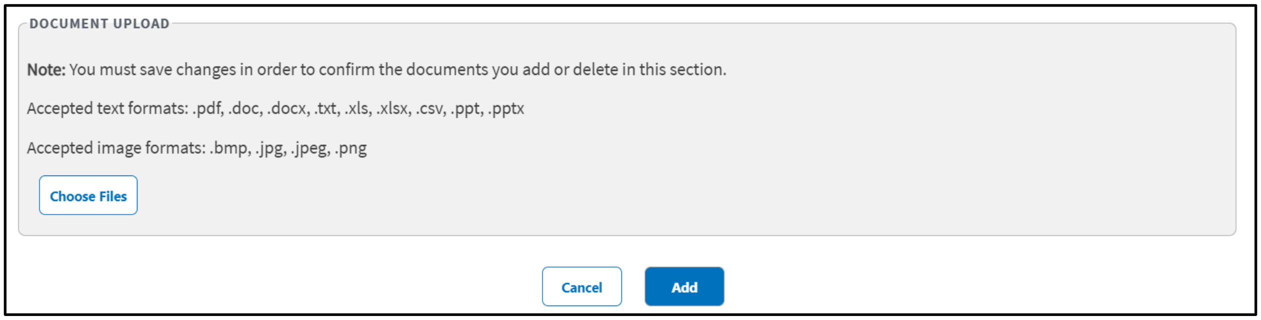
Figure 49: Decisions & Outcome Tab



NOTE: *The Decisions & Outcome tab should only be completed while editing the deviation within the Edit Deviation section. The Decisions & Outcome fields will only be completed by the Network*

Adequacy group, COR, or CO. For additional information on completing this tab, please see section 4.5.2.1 Edit Deviation.

Figure 50: Upload Document Section



43. In the **Document Upload** section, upload files that pertain to the Deviation. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

44. Select **Add**. A message displays at the top of the page stating that it was successfully added.

4.5.2. Search Deviation Workflow

To search Deviations, follow the steps listed below:

1. From the **Deviation SharePoint** page, select **Search**. The **Search Deviation** page displays.

Figure 51: Search Deviations Page (1 of 2)

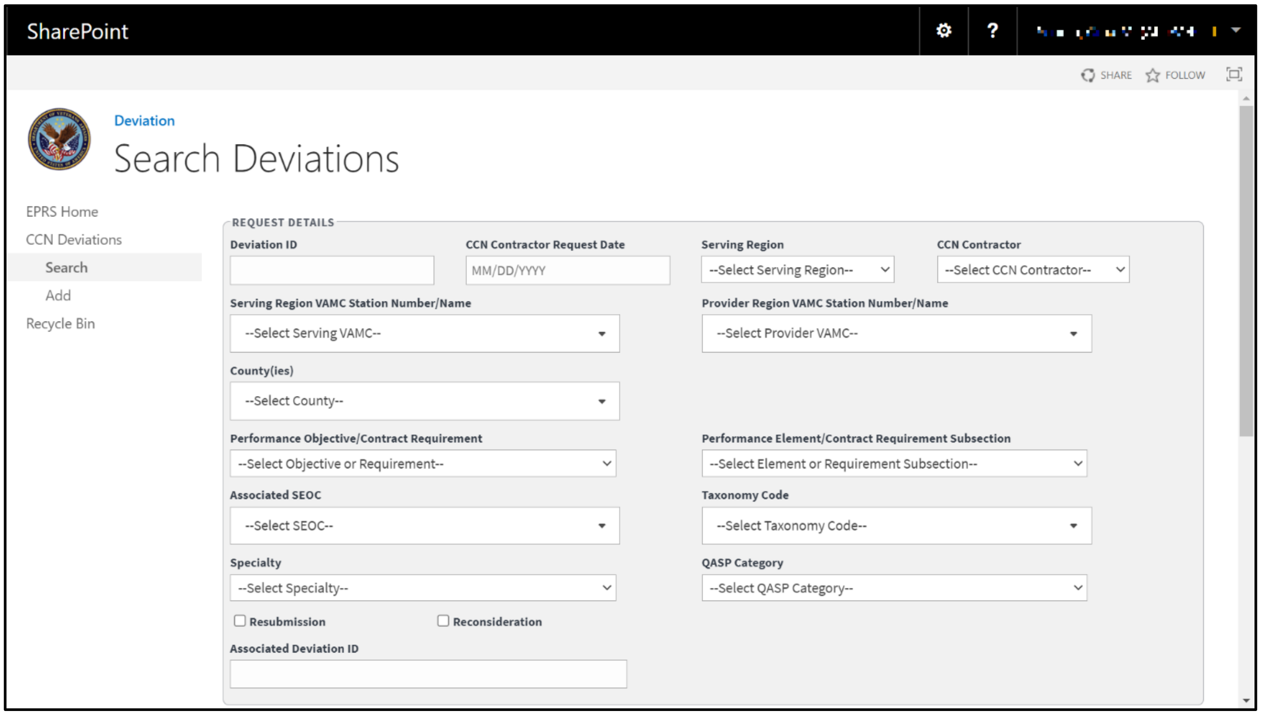
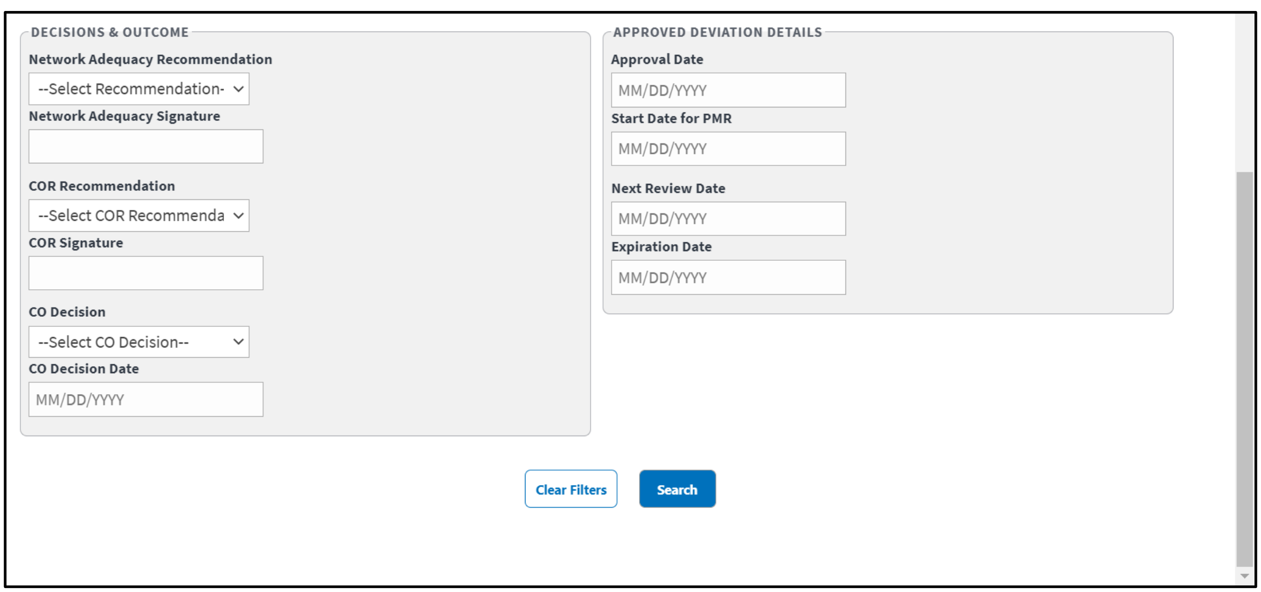


Figure 52: Search Deviations Page (2 of 2)

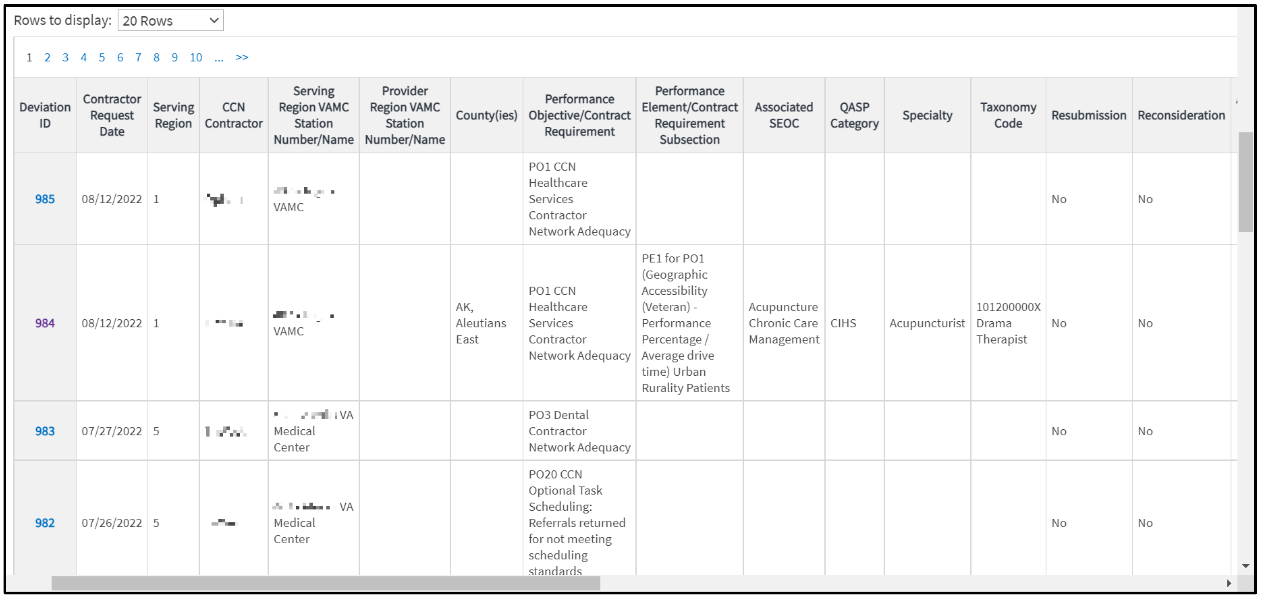


2. In the **Request Details**, **Decisions & Outcomes**, and **Approved Deviation Details** sections, enter the information into the fields you would like to search by.

3. Select **Search**. The **Deviation Search Results** display at the bottom of the window.

NOTE: *To clear the fields and start your search over, select* ***Clear Filters****.*

Figure 53: Deviation Search Results



Rows to display: 20 Rows

1 2 3 4 5 6 7 8 9 10 ... >>

Deviation ID	Contractor Request Date	Serving Region	CCN Contractor	Serving Region VAMC Station Number/Name	Provider Region VAMC Station Number/Name	County(ies)	Performance Objective/Contract Requirement	Performance Element/Contract Requirement Subsection	Associated SEOC	QASP Category	Specialty	Taxonomy Code	Resubmission	Reconsideration
985	08/12/2022	1	[illegible]	[illegible] VAMC			PO1 CCN Healthcare Services Contractor Network Adequacy						No	No
984	08/12/2022	1	[illegible]	[illegible] VAMC		AK, Aleutians East	PO1 CCN Healthcare Services Contractor Network Adequacy	PE1 for PO1 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rurality Patients	Acupuncture Chronic Care Management	CIHS	Acupuncturist	101200000X Drama Therapist	No	No
983	07/27/2022	5	[illegible]	[illegible] VA Medical Center			PO3 Dental Contractor Network Adequacy						No	No
982	07/26/2022	5	[illegible]	[illegible] VA Medical Center			PO20 CCN Optional Task Scheduling: Referrals returned for not meeting scheduling standards						No	No

4.5.2.1. Edit Deviation Workflow

Once a search is initiated and displayed from the Deviation section, you can select the Deviation to edit the fields. Follow the steps listed below to edit the inquiry:

1. From the **Deviation** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit Deviation** window.

Figure 54: Edit Deviation (1 of 2)

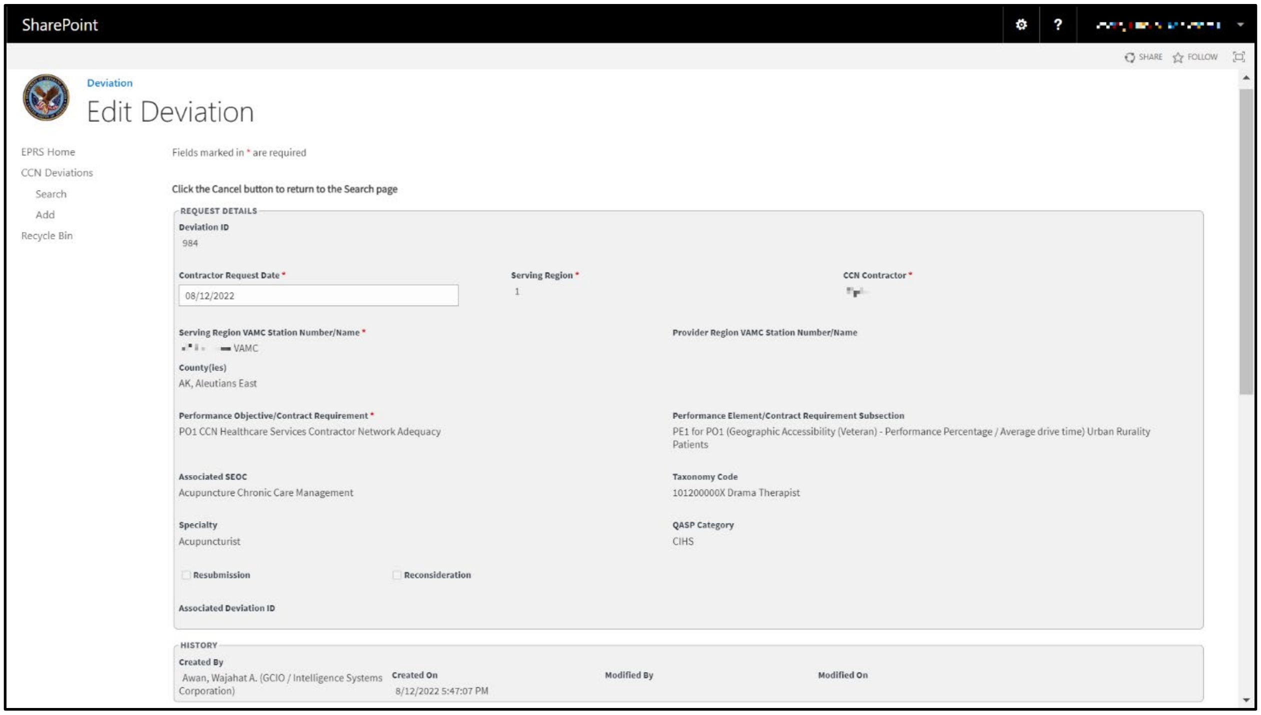
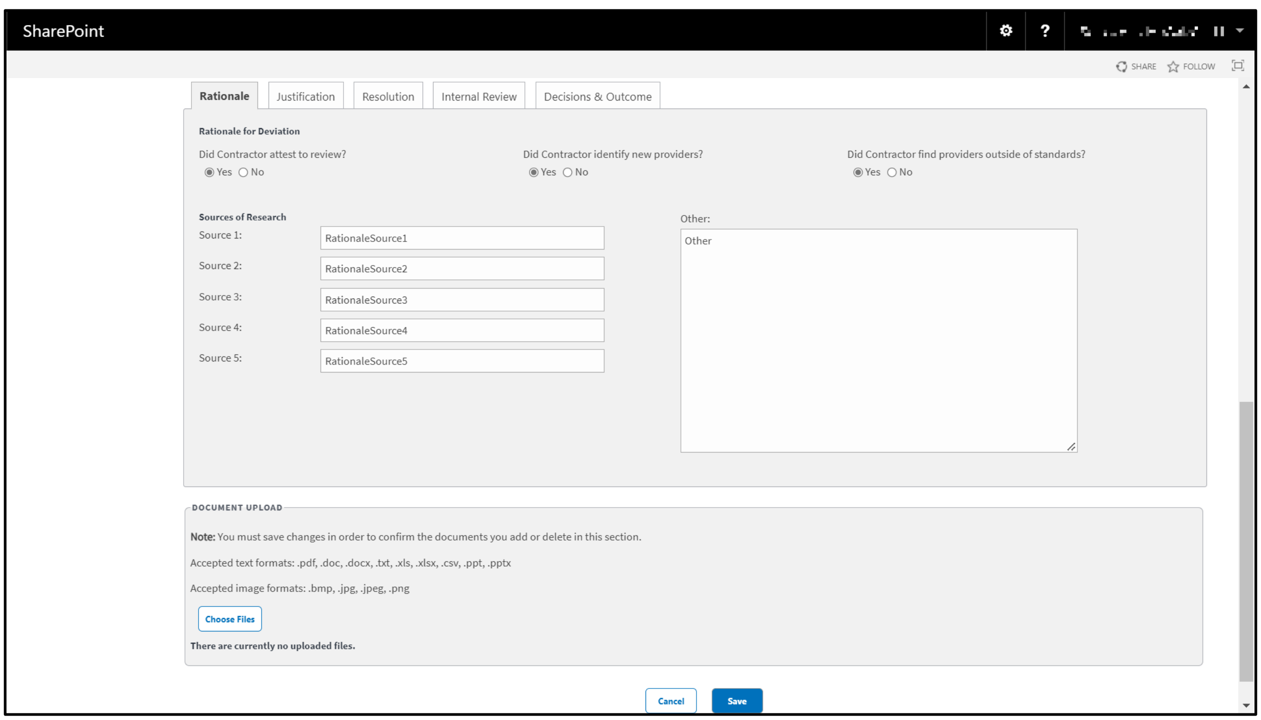
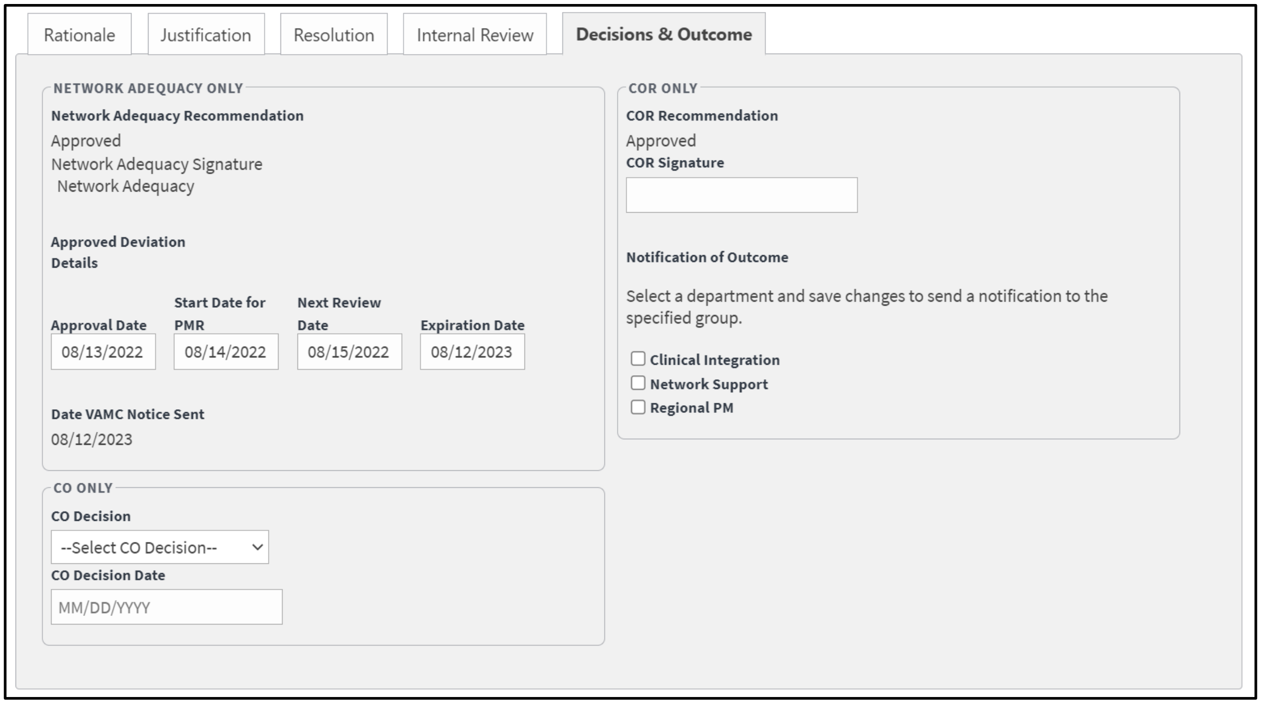


Figure 55: Edit Deviation (2 of 2)



2. Edit the fields as needed.
3. Select the **Decisions & Outcome** tab. This tab is broken down into three sections and will need to be completed by the appropriate group for that section: **Network Adequacy**, **COR**, or **CO**.

Figure 56: Decisions & Outcome Tab



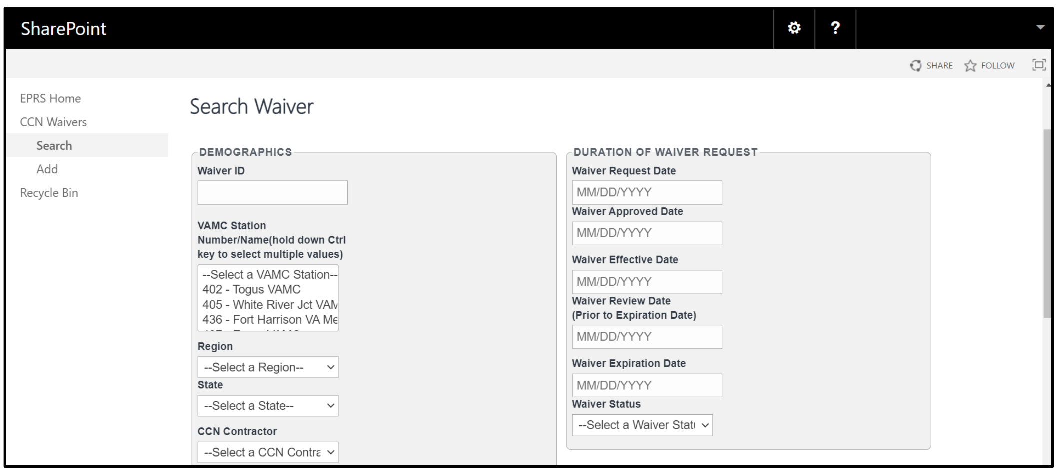
4. In the **Network Adequacy Only** section, select **Approved** or **Not Approved** from the **Network Adequacy Recommendations** drop-down menu. *Completed by the Network Adequacy team.*
5. In the **Network Adequacy Signature** field, the Network Adequacy business owner will enter their signature. *Completed by the Network Adequacy team.*
6. In the **Approval Date** field, enter or select the approval date. *Completed by the Network Adequacy team.*
7. In the **Start Date for PMR** field, enter or select the start date. *Completed by the Network Adequacy team.*
8. In the **Next Review Date** field, enter or select the date for the next review. *Completed by the Network Adequacy team.*
9. In the **Expiration Date** field, enter or select the expiration date. *Completed by the Network Adequacy team.*
10. In the **Date VAMC Note Sent** field, enter or select the date the notice was manually sent to the VAMC. *Completed by the Network Adequacy team.*
11. In the CO Only section, select **Approved** or **Not Approved** from the **CO Decision** drop-down menu. *Completed by the CO.*
12. In the **CO Decision Date** field, enter or select the decision date. *Completed by the CO.*
13. In the COR Only section, select **Approved** or **Not Approved** from the **COR Recommendation** drop-down menu. *Completed by the COR.*
14. In the **COR Signature** field, the COR will enter their signature. *Completed by the COR.*
15. From the **Notification of Outcome** section, select one or more of the options: **Clinical Integration**, **Network Support**, **Regional PM**. *Completed by the COR.*

16. Select **Save**. The **Update was Successful** confirmation message displays.

4.6. CCN Waivers

This functionality enables the COR to input and administer Waivers of Credentialing and Accreditation requirements for a CCN Contractor Region. These Waivers are applied to provider or facility limitations that might otherwise prevent a provider or facility from providing Veteran care through the Community Care Program. This UI screen enables the COR to input or administer these Waivers, which are finite in duration.

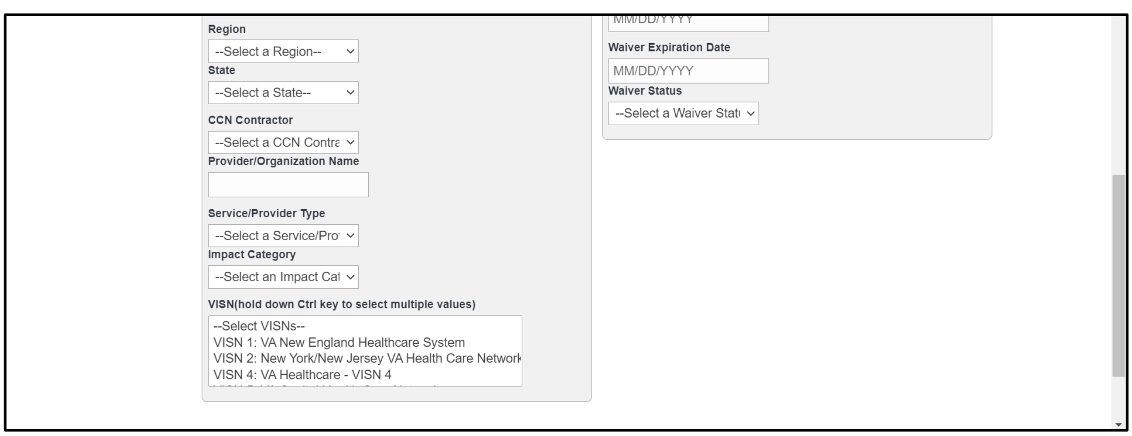
Figure 57: CCN Waiver (1 of 2)



The fields and menus found within the CCN Waivers Search page are defined below:

- **Waiver ID –** – This ID is automatically created by EPRS after a Waiver is recorded (Every workflow such as CAPs, Complaints, etc. should have an ID on the search page and Edit page that was created by EPRS)
- **VAMC Station Number –** VA Medical Center(s) that the waiver request applies to.

Figure 58: CCN Waiver (2 of 2)



- **Region** - The VA region that the waiver request applies to. Selecting a Region will filter the VAMC and CCN Contractor form fields on the page.

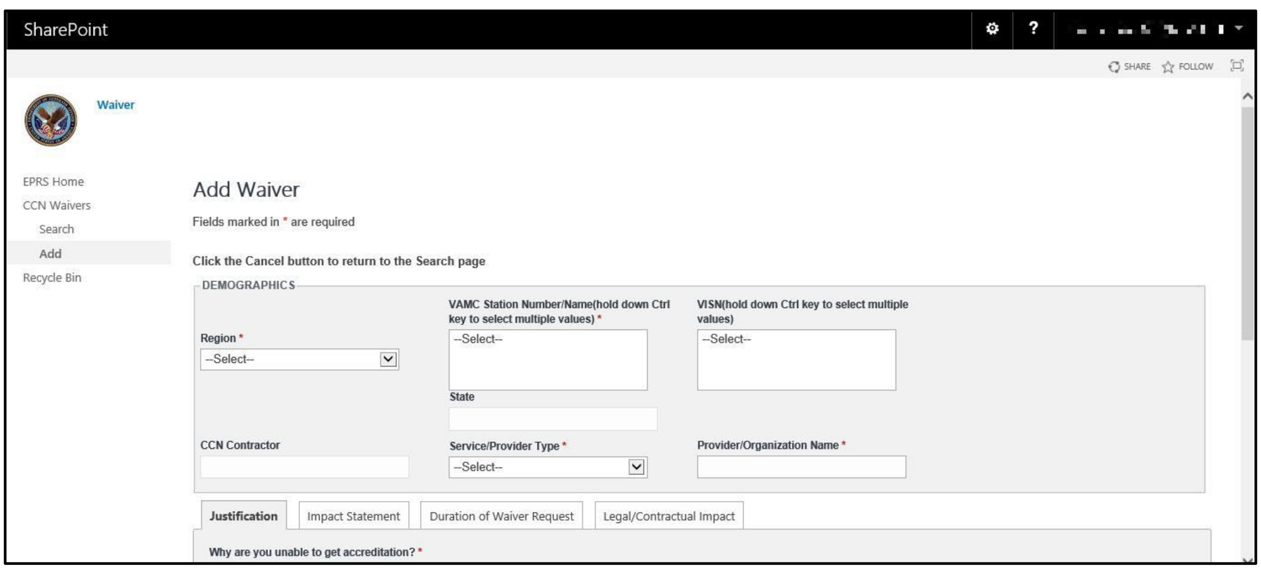
- **State** - The state the waiver applies to.
- **CCN Contractor** - The contractor that requested the waiver. If on the Add page, it's automatically selected for user.
- **Provider/Organization Name**
- **Service/Provider Type**
- **Impact Category**
- **VISN** - This is filtered by the region you select. Select the VISNs listed in the waiver request.
- **Waiver Request Date–**
- **Waiver Approved Date–**
- **Waiver Effective Date–**
- **Waiver Review Date–**
- **Waiver Expiration Date–**
- **Waiver Status–**

4.6.1. Add Waivers Workflow

To add/record Waivers into EPRS, follow the steps listed below:

1. From the **EPRS SharePoint** page, select **Add** under **CCN Waivers**. The **Add Waiver** page displays.

Figure 59: Add Waiver Page

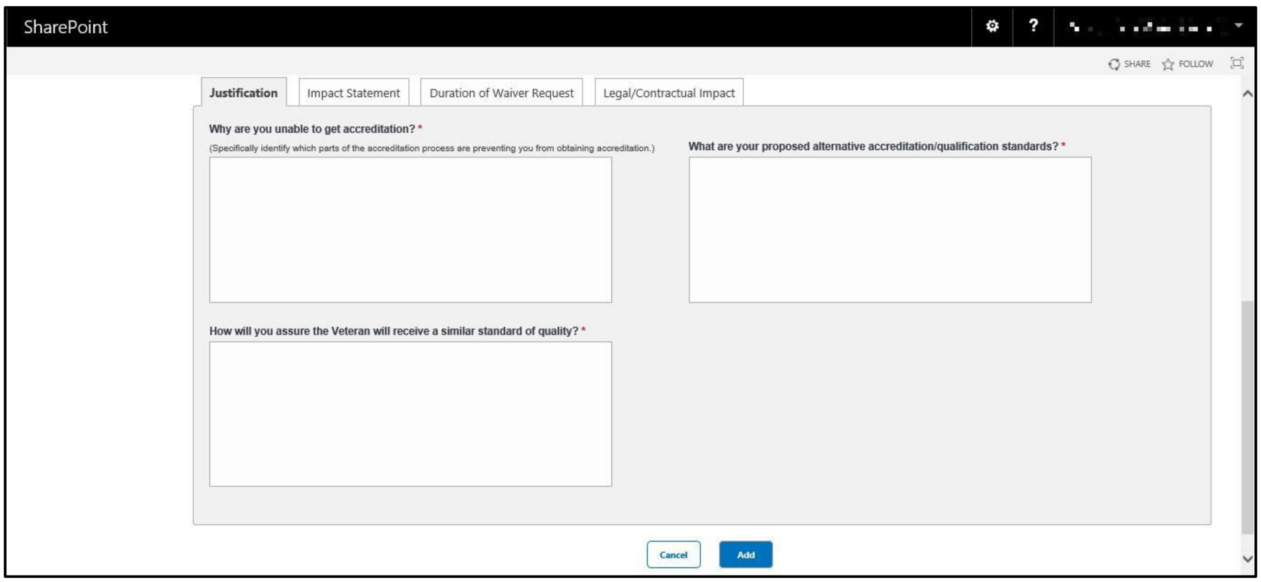


NOTE: *Fields marked with an asterisk (*) are required.*

2. In the **Demographics** section, from the **Region** drop-down menu, select the region number. (*This is a required field.)*
3. The **CCN/Contractor** field is auto populated based on the Region selection made.

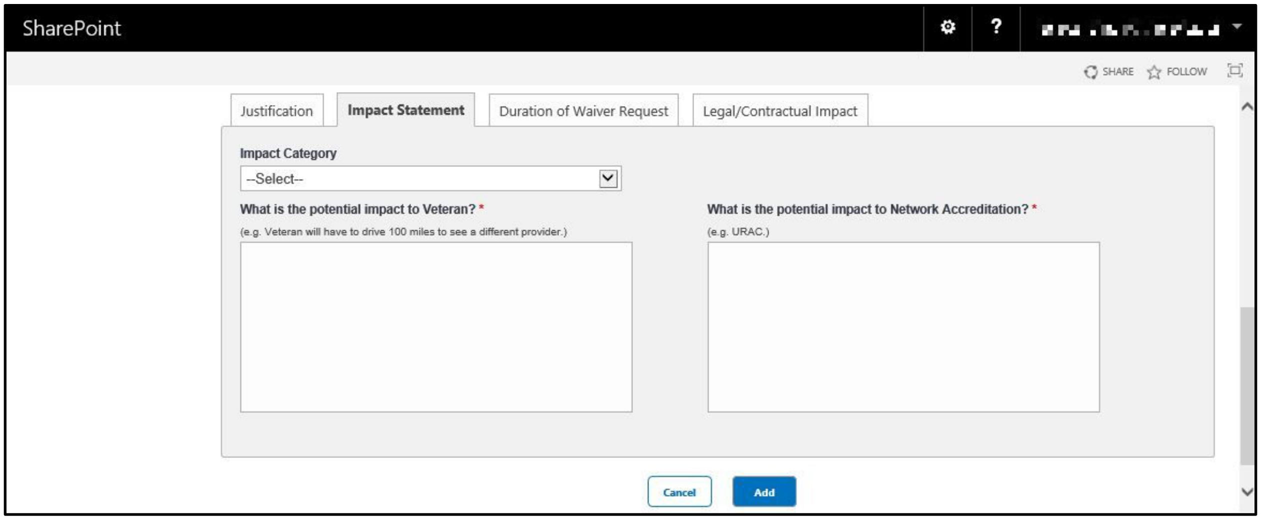
4. From the **VAMC Station Number/Name** field, select the station number/name. (*This is a required field.)*
5. The **State** field is auto populated based on the VAMC Station selection made.
6. From the **Service/Provider Type** drop-down menu, select the service/provider type from the list of options.
7. From the **VISN** field, select the VISN from the list of options.
8. In the **Provider/Organization Name** field, enter the name for the provider/organization. (*This is a required field.)*
9. Select the **Justification** tab.

Figure 60: Justification Tab



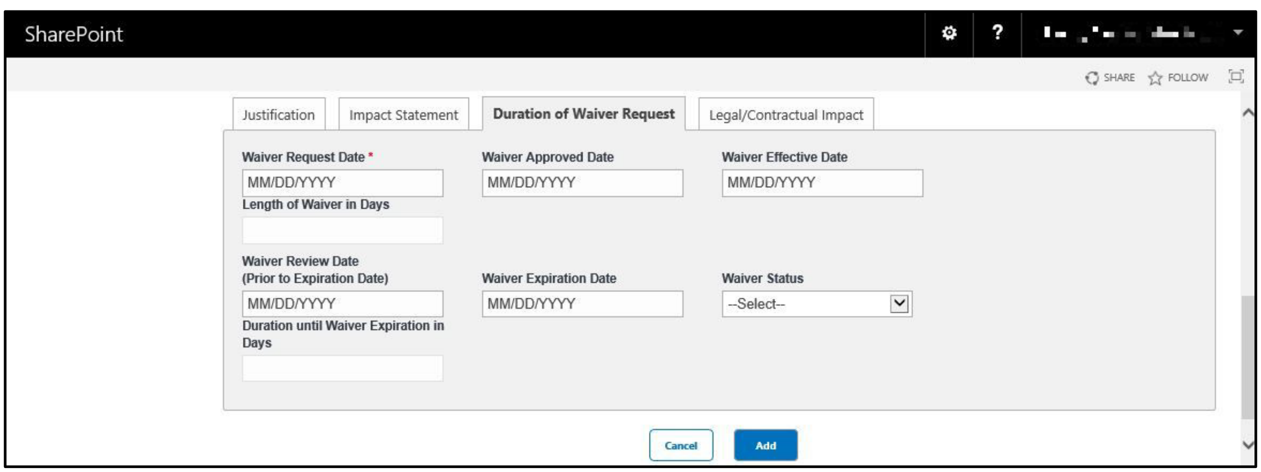
10. In the **Why are you unable to get accreditation?** field, enter a detailed reason what is preventing the requestor from obtaining accreditation. (*This is a required field.)*
11. In the **What are your proposed alternative accreditation/qualification standards?** field, enter a detailed proposed alternative. (*This is a required field.)*
12. In the **How will you assure the Veteran will receive a similar standard of quality?** field, enter a detailed explanation. (*This is a required field.)*
13. Select the **Impact Statement** tab.

Figure 61: Impact Statement Tab



14. From the **Impact Category** drop-down menu, select the **Rurality**, **Accessibility**, or **Patient Care**.
15. In the **What is the potential impact to Veteran?** field, enter a detailed explanation of the potential impact that the Veteran might experience. (*This is a required field.)*
16. In the **What is the potential impact to Network Accreditation?** field, enter a detailed explanation of the potential impact to Network Accreditation. (*This is a required field.)*
17. Select the **Duration of Waiver Request** tab.

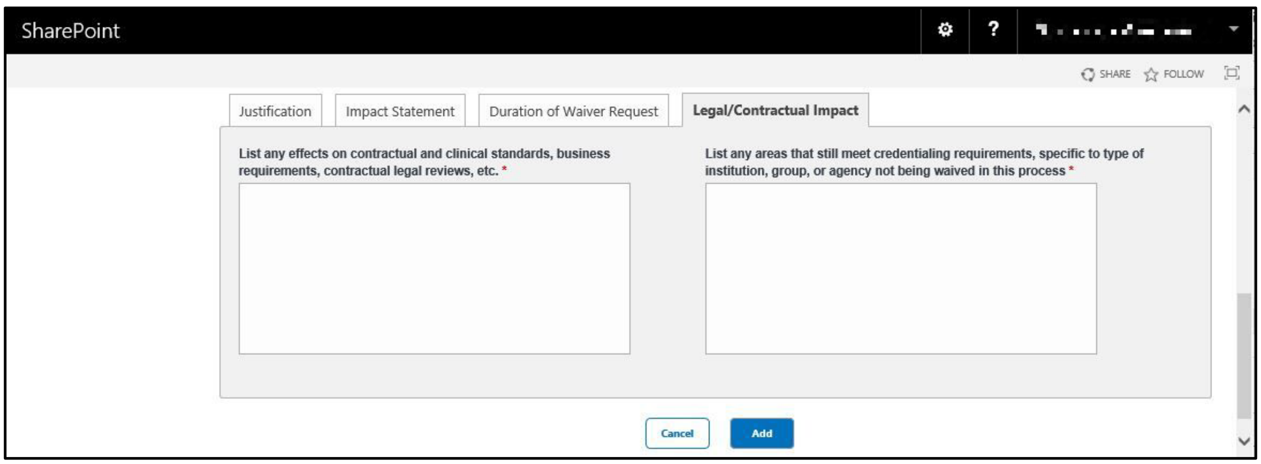
Figure 62: Duration of Waiver Request Tab



18. In the **Waiver Request Date** field, enter/select the date that the waiver was requested. (*This is a required field.)*
19. In the **Waiver Approved Date** field, if the waiver was approved by the time you are entering this record, enter/select the date that the waiver was approved.
20. In the **Waiver Effective Date** field, if the waiver was approved by the time you are entering this record, enter enter/select the date that the waiver took effect.

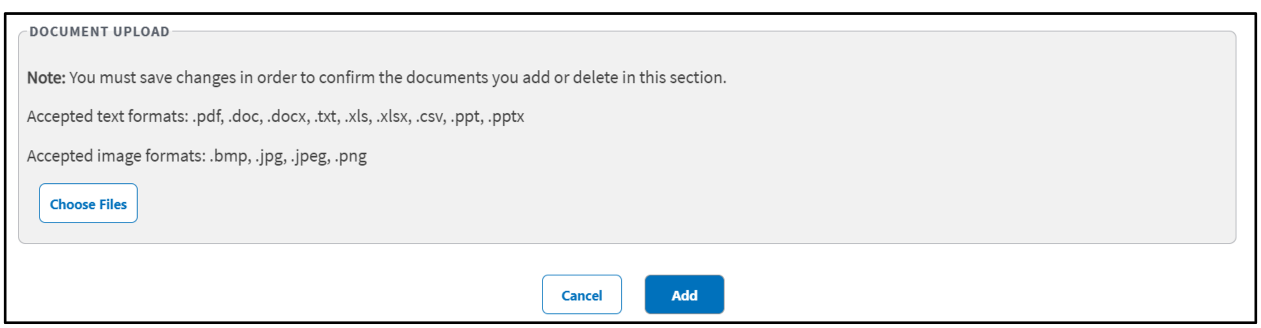
21. In the **Length of Waiver in Days** field, the system will calculate the number of days the waiver is in effect. The number will update after saving the record and refreshing the page.
22. In the **Waiver Review Date (Prior to Expiration Date)** field, enter/select the date that the waiver was reviewed.
23. In the **Waiver Expiration Date** field, enter/select the date that the waiver expires.
24. From the **Waiver Status** drop-down menu, select **Approved**, **Expired**, **Pending**, or **Rejected** for the status.
25. In the **Duration until Waiver Expiration in Days** field, the system will calculate the number of days until the waiver expires. The number will update after saving the record and refreshing the page.
26. Select the **Legal/Contractual Impact** tab.

Figure 63: Legal/Contractual Impact Tab



27. In the **List any effects on contractual and clinical standards, business requirements, contractual legal reviews, etc.** field, enter a detailed list. (*This is a required field.)*
28. In the **List any areas that still meet credentialing requirements, specific to type of institution, group, or agency not being waived in this process** field, enter a detailed list. (*This is a required field.)*

Figure 64: Add Waiver Document Upload Section



29. In the **Document Upload** section, upload files that pertain to the Waiver. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE:	*When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

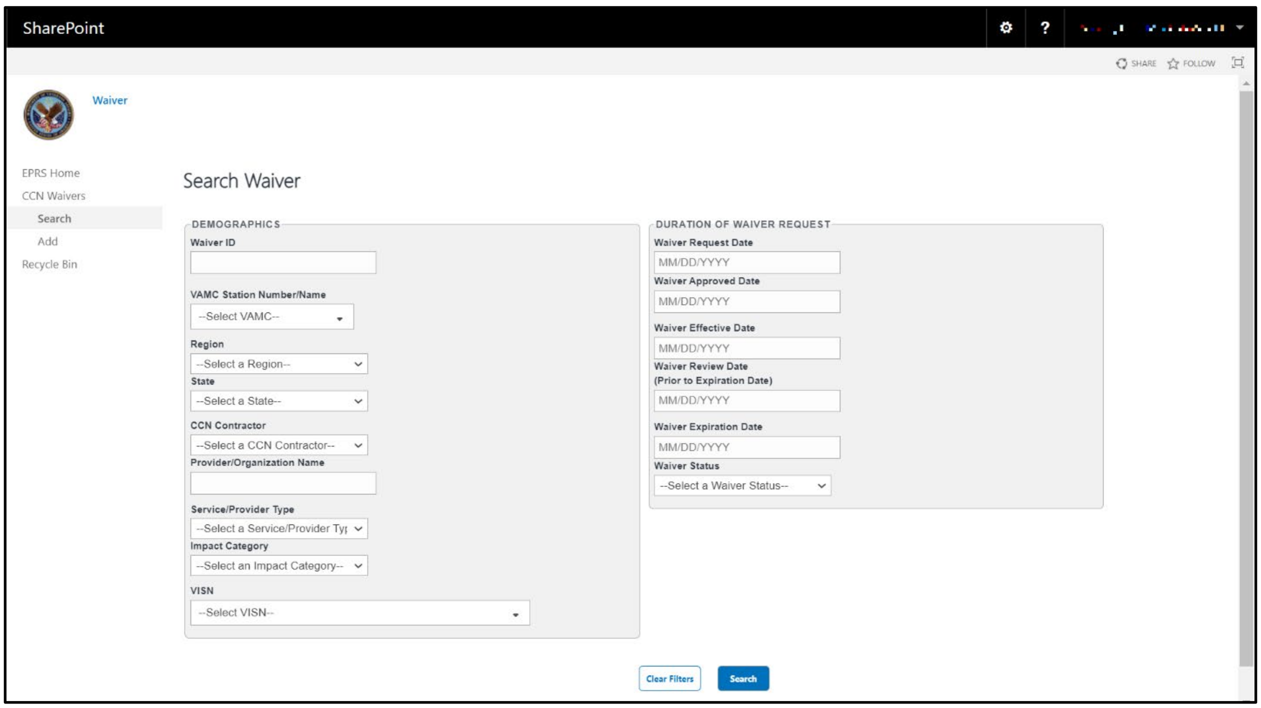
30. Select **Add**. A message displays at the top of the page stating that it was successfully added.

4.6.2. Search Waivers Workflow

To search Waivers, follow the steps listed below:

1. From the **Waiver SharePoint** page, select **Search**. The **Search Waiver** page displays.

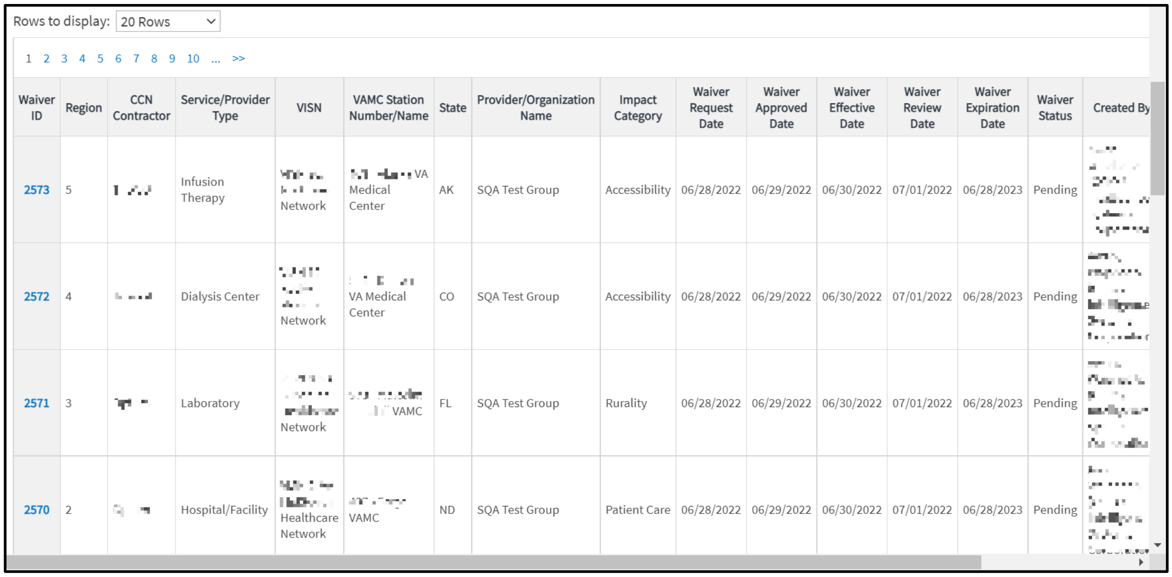
Figure 65: Search Waiver Page



2. In the **Demographics** section, enter the information into the fields you would like to search by.
3. Select **Search**. The **Waiver Search Results** display at the bottom of the window.

NOTE:	*To clear the fields and start your search over, select **Clear Filters**.*

Figure 66: Waiver Search Results



Rows to display: 20 Rows

1 2 3 4 5 6 7 8 9 10 ... >>

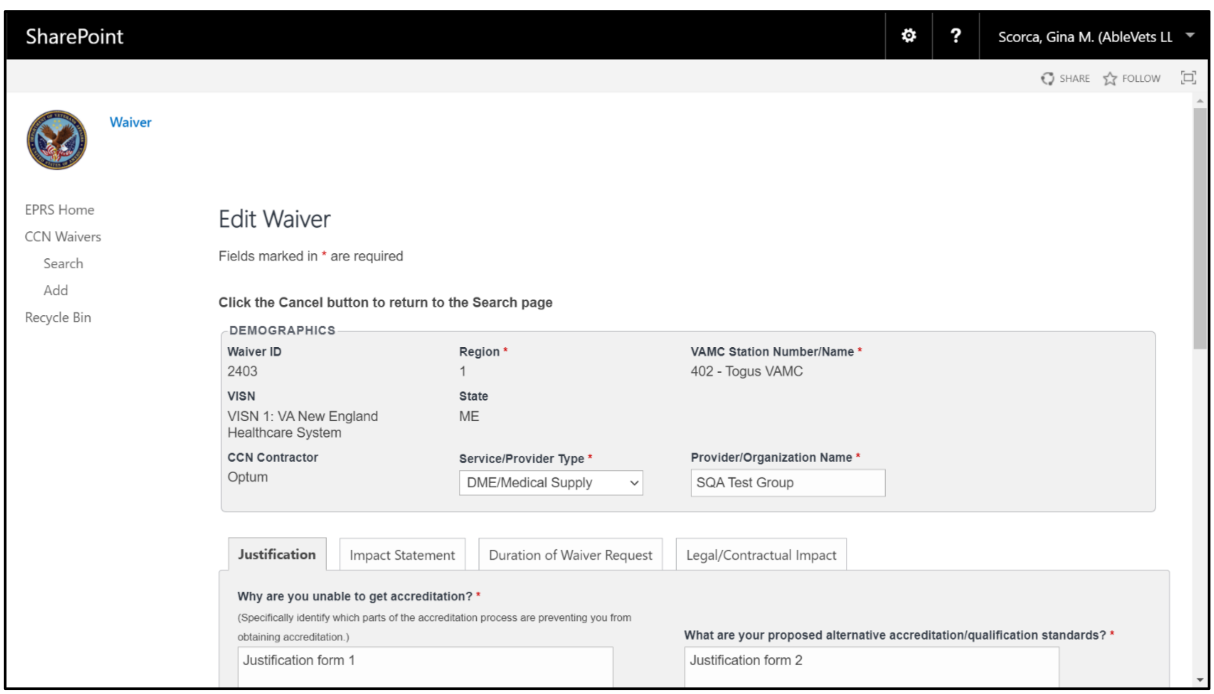
Waiver ID	Region	CCN Contractor	Service/Provider Type	VISN	VAMC Station Number/Name	State	Provider/Organization Name	Impact Category	Waiver Request Date	Waiver Approved Date	Waiver Effective Date	Waiver Review Date	Waiver Expiration Date	Waiver Status	Created By
2573	5	[illegible]	Infusion Therapy	[illegible] Network	[illegible] VA Medical Center	AK	SQA Test Group	Accessibility	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	[illegible]
2572	4	[illegible]	Dialysis Center	[illegible] Network	[illegible] VA Medical Center	CO	SQA Test Group	Accessibility	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	[illegible]
2571	3	[illegible]	Laboratory	[illegible] Network	[illegible] VAMC	FL	SQA Test Group	Rurality	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	[illegible]
2570	2	[illegible]	Hospital/Facility	[illegible] Healthcare Network	[illegible] VAMC	ND	SQA Test Group	Patient Care	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	[illegible]

4.6.2.1. Edit Waivers Workflow

Once a search is initiated and displayed from the Waivers section, you can select the Waiver to edit the fields. Follow the steps listed below to edit the inquiry:

1. From the **Waivers** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit Waivers** window.

Figure 67: Edit Waiver



2. Edit the fields as needed.
3. Select **Save**. The **Update was Successful** confirmation message displays.

4.7. Credentialing Audit

The monthly Provider Credentialing Audit Quality Review process provides reasonable assurance providers are licensed and meet the minimum criteria to be part of the CCN provider network.

Figure 68: Credentialing Audit Search Fields

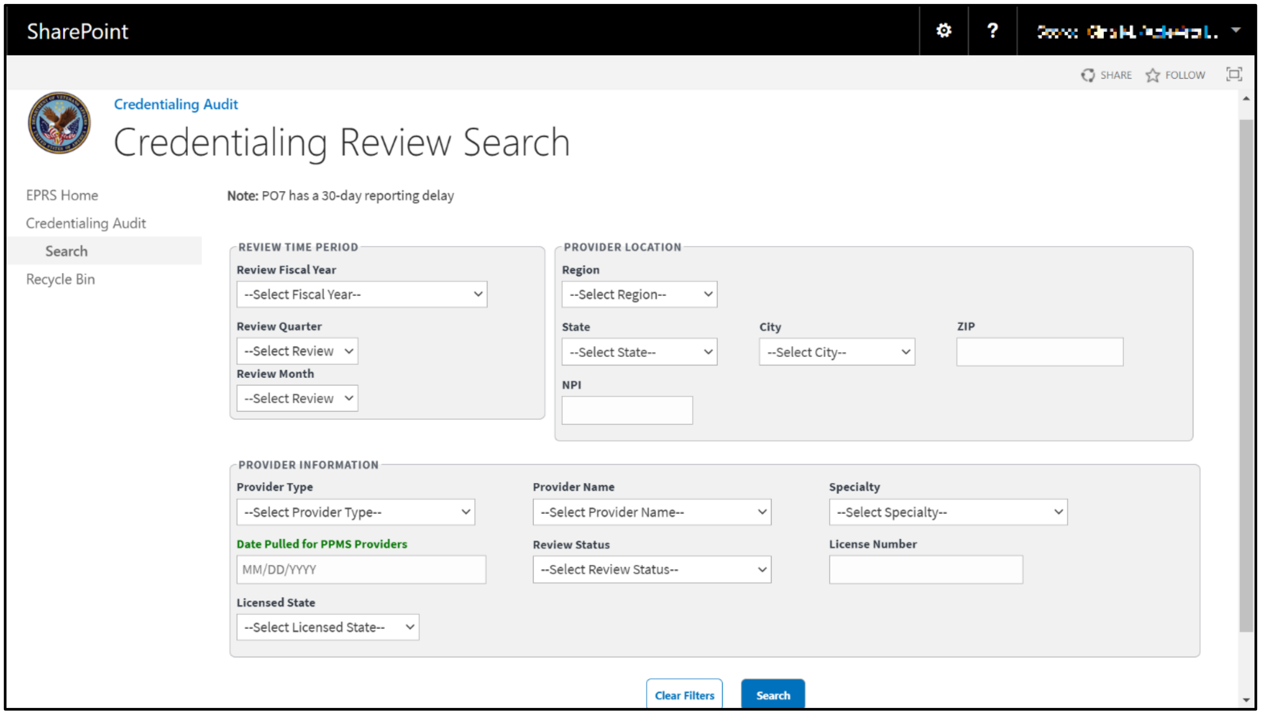
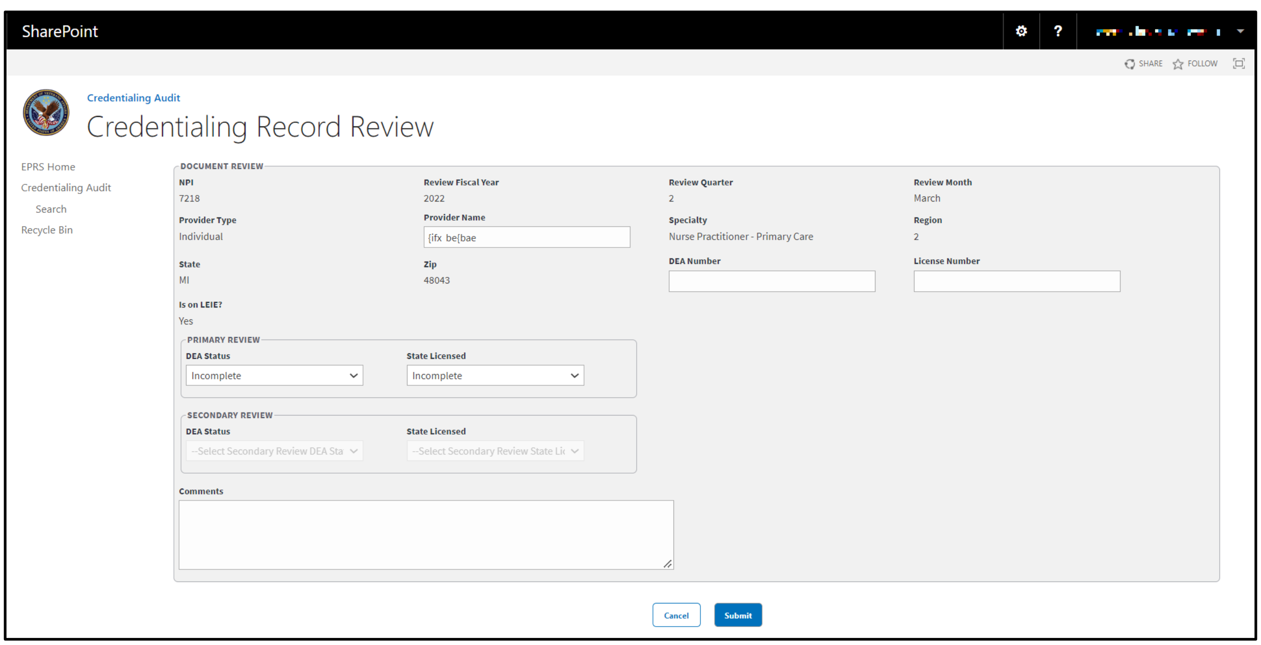


Figure 69: Credentialing Records Review Fields



The fields and menus found within the **Credentialing Audit Search** and **Credentialing Records Review** page are defined below:

- **Review Time Period** - Information about the audit report's date. Reports are pulled monthly.
    - **Review Fiscal Year** – Drop-down menu of fiscal year options.
    - **Review Quarter** – Drop-down menu. Fiscal quarter options: **1**, **2**, **3**, **4**.
    - **Review Month** – Drop-down menu of calendar month options.
- **Provider Location** - The provider's location should correspond to the location recorded in the NPI Registry.
    - **Region** - Drop-down menu. Region options: **1**, **2**, **3**, **4**, and **5**.
    - **State -** Drop-down menu of state options.
    - **City** - Drop-down menu of city options.
    - **Zip** – Field to enter the zip code.
    - **NPI** - National Provider Identifier (NPI) record number.
- **Provider Information** - The following information needs to be verified by reviewing the provider's Provider Profile Management System (PPMS) licensing information and NPI Registry information.
    - **Provide Type** - Drop-down menu of provider type options.
    - **Provider Name** - Drop-down menu of provider options.
    - **Specialty** – Drop-down menu of specialty service options.
    - **Date Pulled for PPMS Providers -** The date that EPRS retrieved the data to create this report. Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
    - **Review Status** – Drop-down menu options:
        - **Incomplete**
        - **Primary Complete**
        - **Secondary Complete**
    - **License Number** – Field to enter the license number.
    - **Licensed State -** Drop-down menu of specialty state options.
- **Document Review** - ***Credentialing Records Review*** *page only section.*
    - **DEA Number** - ***Credentialing Records Review*** *page only field*. A DEA Registration Number is a unique identifier provided by the Drug Enforcement Agency to medical practitioners like pharmacists, nurse practitioners, doctors, dentists, etc., allowing them to prescribe, dispense and administer drugs defined to be Controlled Dangerous Substances.
    - **Is On LEIE**? - ***Credentialing Records Review*** *page only field*. The Office of Inspector General's List of Excluded Individuals/Entities (LEIE) provides information to the health care industry, patients and the public regarding individuals and entities currently excluded from participation in Medicare, Medicaid, and all other Federal health care programs.

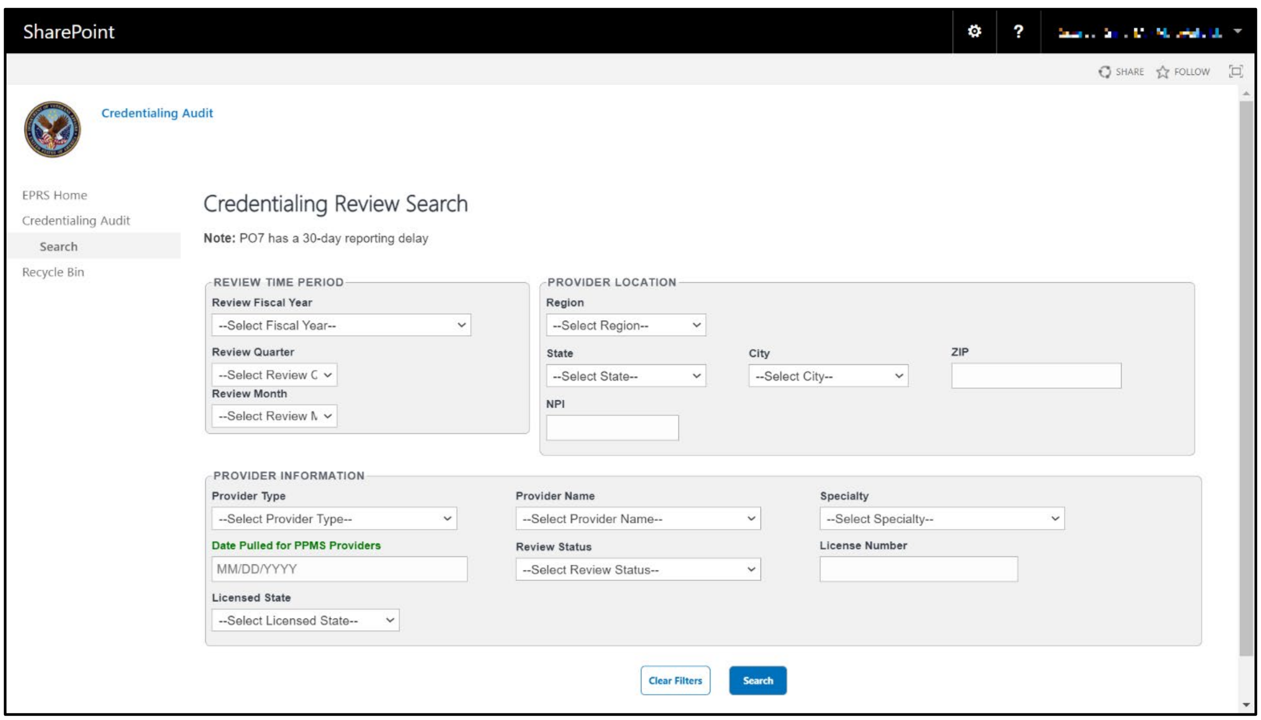
- **Primary Review** - ***Credentialing Records Review*** *page only section.*
    - **DEA Status** – Drop-down menu with list of options:
        - **Incomplete**
        - **N/A**
        - **Pass**
        - **Fail**
    - **State Licensed** – Drop-down menu with list of options:
        - **Incomplete**
        - **N/A**
        - **Pass**
        - **Fail**

4.7.1. Search Credentialing Review Workflow

To search monthly Provider Credentialing Audit Quality Reviews, follow the steps listed below:

1. From the **Credentialing Audit** page, select **Search**. The **Credentialing Review Search** page displays.

Figure 70: Credentialing Review Search Page

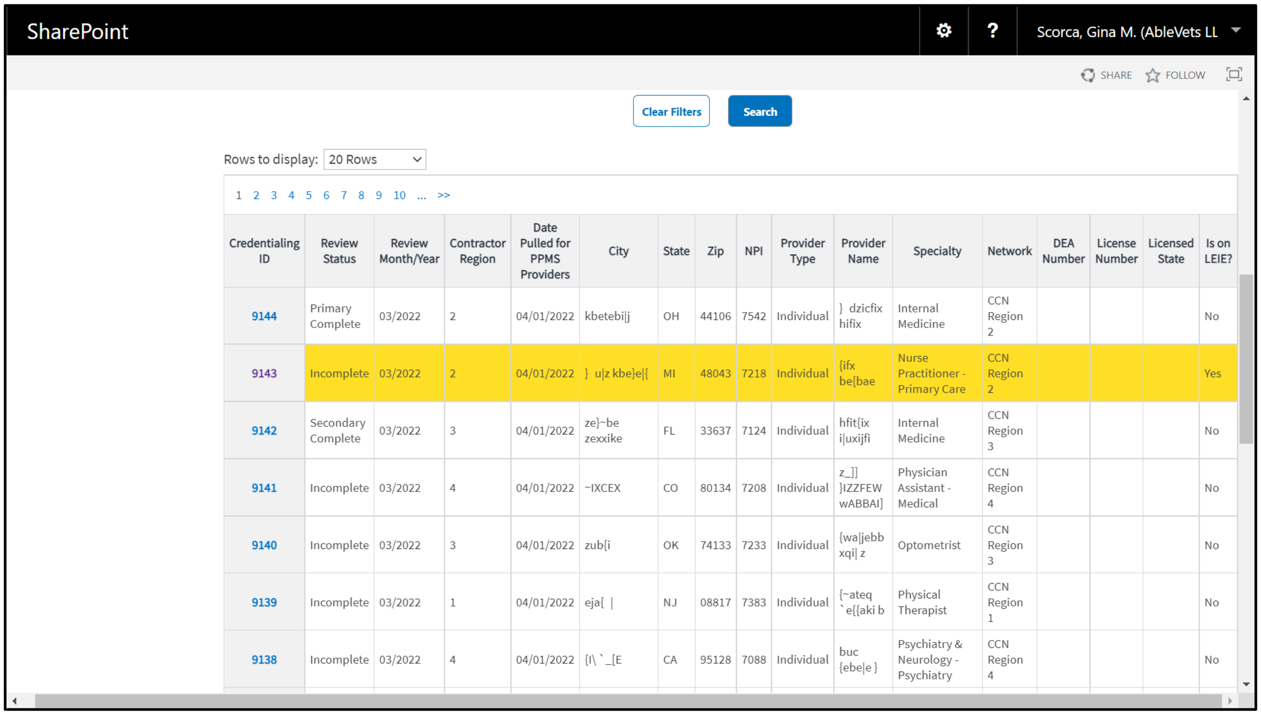


2. In the **Review Time Period** section, enter the information into the fields you would like to search by.
3. In the **Provider Location** section, enter the information into the fields you would like to search by.
4. In the **Provider Information** section, enter the information into the fields you would like to search by.

5. Select **Search**. The **Credentialing Review** search results display at the bottom of the window.

NOTE: *To clear the fields and start your search over, select* ***Clear Filters****.*

Figure 71: Credentialing Review Search Results



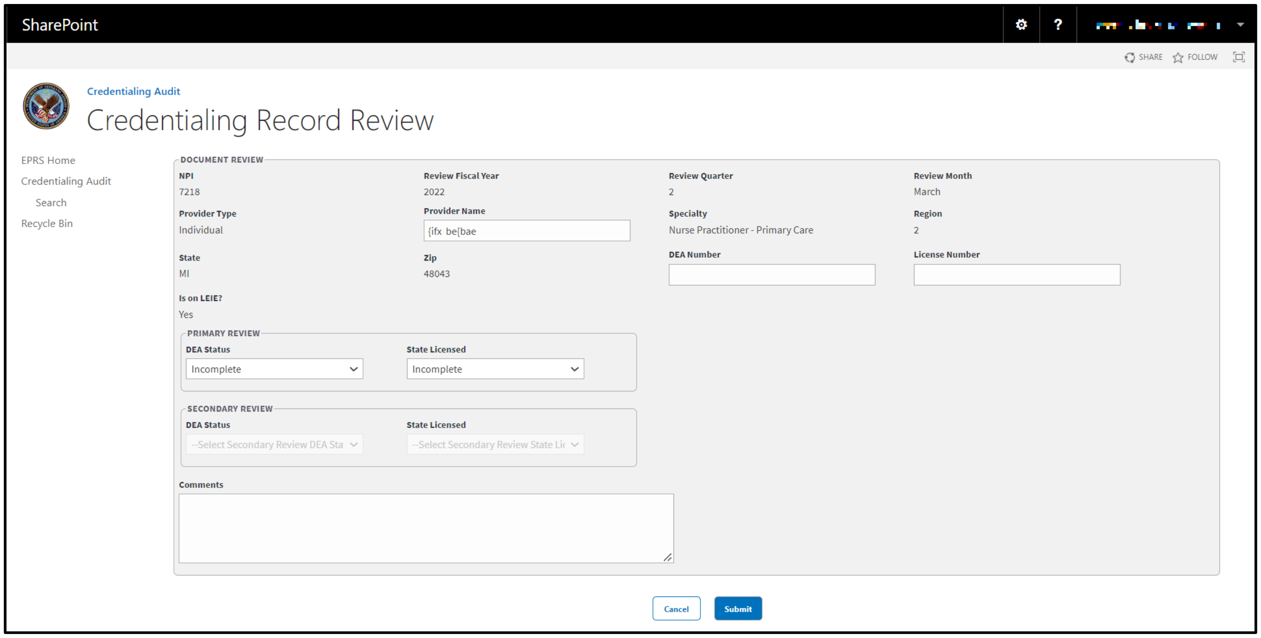
<table>
<tr><th>Credentialing ID</th><th>Review Status</th><th>Review Month/Year</th><th>Contractor Region</th><th>Date Pulled for PPMS Providers</th><th>City</th><th>State</th><th>Zip</th><th>NPI</th><th>Provider Type</th><th>Provider Name</th><th>Specialty</th><th>Network</th><th>DEA Number</th><th>License Number</th><th>Licensed State</th><th>Is on LEIE?</th></tr>
<tr><td>9144</td><td>Primary Complete</td><td>03/2022</td><td>2</td><td>04/01/2022</td><td>kbetebi|j</td><td>OH</td><td>44106</td><td>7542</td><td>Individual</td><td>} dzicfix hifix</td><td>Internal Medicine</td><td>CCN Region 2</td><td></td><td></td><td></td><td>No</td></tr>
<tr><td>9143</td><td>Incomplete</td><td>03/2022</td><td>2</td><td>04/01/2022</td><td>} u|z kbe}e|{</td><td>MI</td><td>48043</td><td>7218</td><td>Individual</td><td>{ifx be{bae</td><td>Nurse Practitioner - Primary Care</td><td>CCN Region 2</td><td></td><td></td><td></td><td>Yes</td></tr>
<tr><td>9142</td><td>Secondary Complete</td><td>03/2022</td><td>3</td><td>04/01/2022</td><td>ze}~be zexxike</td><td>FL</td><td>33637</td><td>7124</td><td>Individual</td><td>hfit{ix i|uxijfi</td><td>Internal Medicine</td><td>CCN Region 3</td><td></td><td></td><td></td><td>No</td></tr>
<tr><td>9141</td><td>Incomplete</td><td>03/2022</td><td>4</td><td>04/01/2022</td><td>~IXCEX</td><td>CO</td><td>80134</td><td>7208</td><td>Individual</td><td>z_]] }IZZFEW wABBAI]</td><td>Physician Assistant - Medical</td><td>CCN Region 4</td><td></td><td></td><td></td><td>No</td></tr>
<tr><td>9140</td><td>Incomplete</td><td>03/2022</td><td>3</td><td>04/01/2022</td><td>zub{i</td><td>OK</td><td>74133</td><td>7233</td><td>Individual</td><td>{wa|jebb xqi| z</td><td>Optometrist</td><td>CCN Region 3</td><td></td><td></td><td></td><td>No</td></tr>
<tr><td>9139</td><td>Incomplete</td><td>03/2022</td><td>1</td><td>04/01/2022</td><td>eja{ |</td><td>NJ</td><td>08817</td><td>7383</td><td>Individual</td><td>{~ateq `e{{aki b</td><td>Physical Therapist</td><td>CCN Region 1</td><td></td><td></td><td></td><td>No</td></tr>
<tr><td>9138</td><td>Incomplete</td><td>03/2022</td><td>4</td><td>04/01/2022</td><td>{I\ `_[E</td><td>CA</td><td>95128</td><td>7088</td><td>Individual</td><td>buc {ebe|e }</td><td>Psychiatry & Neurology - Psychiatry</td><td>CCN Region 4</td><td></td><td></td><td></td><td>No</td></tr>
</table>

4.7.1.1. Edit Credentialing Records Review Workflow

Once a search is initiated and displayed from the Credentialing Review section, you can select the record to edit the fields. Follow the steps listed below to edit the record:

1. From the **Credentialing Review Search Results**, select the ID for the record you would like to edit. The selected record displays in the **Edit Credentialing Records Review** page.

Figure 72: Edit Credentialing Records Review

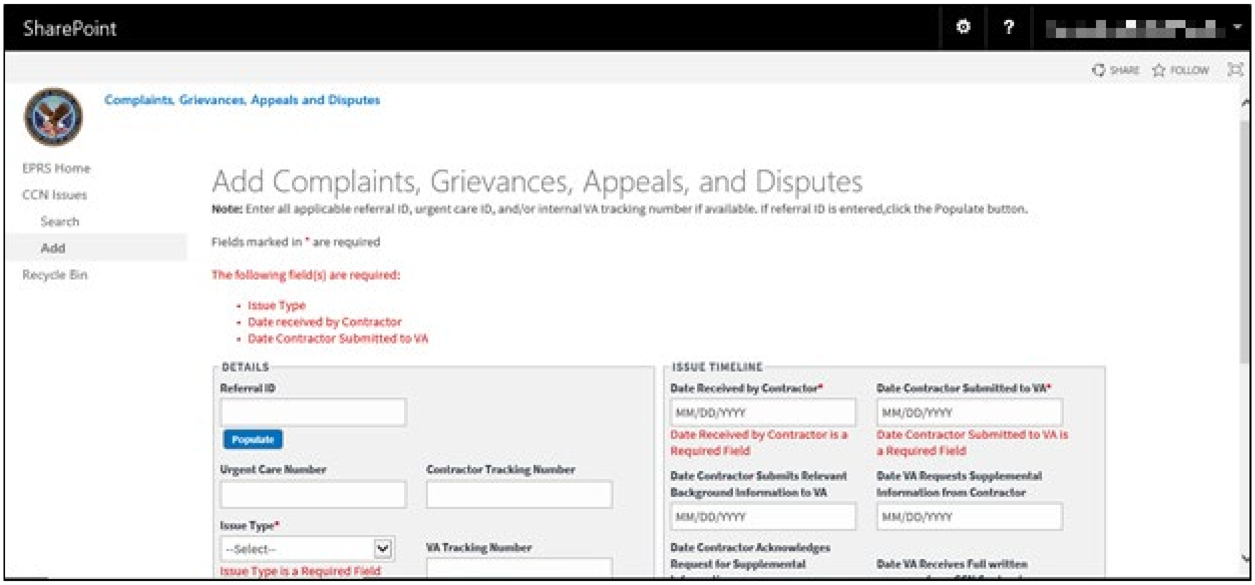


2. Edit the fields in the **Document Review**, **Primary Review**, **Secondary Review**, and **Comments** sections as needed.
3. Select **Submit**. The **Update was Successful** confirmation message displays.

Appendix A: Troubleshooting SharePoint UIs

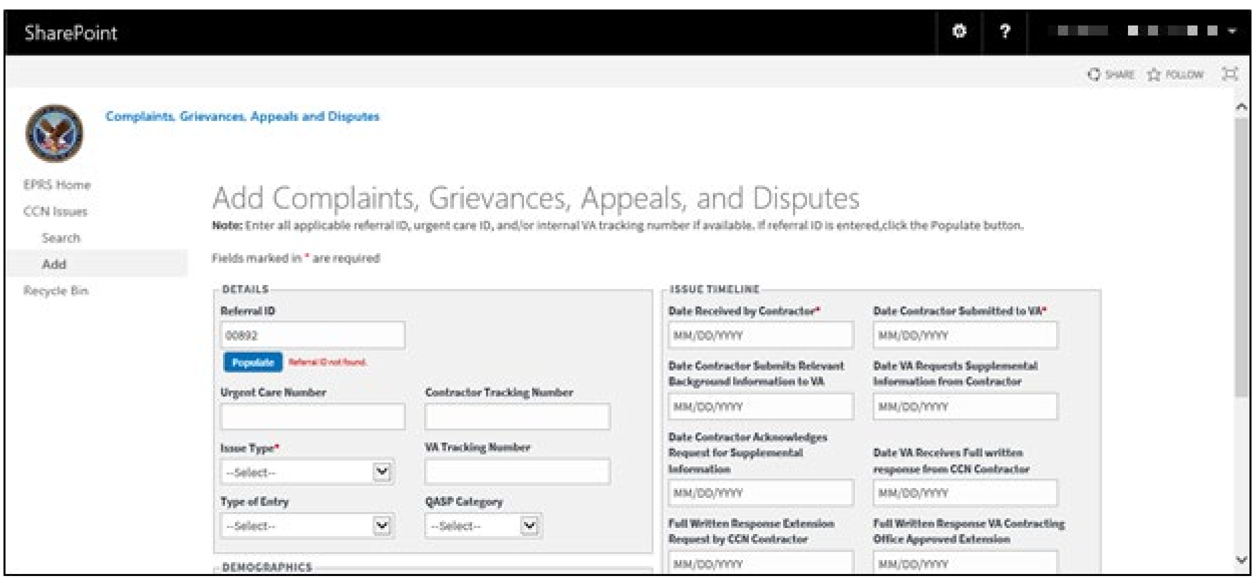
The missing fields error message displays when one or more fields are missing. Verify that all fields with a red asterisk are filled in.

Figure 73: Missing Fields Error Message



The Referral ID Not Found error message displays when you try to find a referral ID that cannot be located.

Figure 74: Referral ID Not Found Error Message



Appendix B: Acronyms and Abbreviations

Acronym	Definition
CAP	Corrective Action Plans
CCN	Community Care Network
CCP	Community Care Program
CDW	Corporate Data Warehouse
COR	Contracting Officer’s Representative
CRT	Congressional Response Team
DAS	Data Access Service
DW	Data Warehouse
EPRS	Enterprise Program Reporting System
ETL	Extract, Transfer, and Load
IDA	Informatics & Data Analytics
MISSION Act	Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018
NSD	National Service Desk
OCC	Office of Community Care
ODS	Operational Data Store
OIT	Office of Information and Technology
QASP	Quality Assurance Surveillance Program
SHCD	Start of Health Care Delivery
UI	User Interface
VA	Department of Veterans Affairs
VAEC	VA Enterprise Cloud
VAMC	VA Medical Center
VDL	VA Software Document Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture
VPN	Virtual Private Network